



User Manual

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Thank you!

Thank you for selecting The Voice Library, powered by Remembered Voices, to preserve your priceless verbal legacy. We look forward to keeping your audio recordings safe and secure - while providing you and your listeners with easy, reliable, and long term access.

The Voice Library can store all your favorite personal stories, with the unique sound and cadence of the voices that tell them. You may not think about how important the sound of a familiar voice really is; now you can be prepared.

If you move, change your phone service, experience a computer crash, or face the loss of personal belongings in a natural disaster, your recordings will remain safe. The Voice Library uses dedicated servers that are updated, backed up, secured against power failures, and protected from malicious threats.

Your recordings are archived until your card expires. You can extend the expiration date of your card and ensure that your recordings remain available to future generations. For peace of mind, you can assign a different beneficiary to each card.

You can record with a telephone or cell phone, or through a reliable internet connection.

- Use your telephone - just like leaving a voice mail message
- Set your cell phone on speaker, or use a Bluetooth headset to record yourself during a long drive
- Use a conference phone to preserve a conversation with family and friends
- Create recordings when and where it is convenient for you
- Send an audio letter, when you don't have time to write

Visit www.RememberedVoices.com frequently for special offers, discounts, and tips for creating memorable recordings.

Introduction

When you create an **Account** in The Voice Library, you can add an unlimited number of **Access Cards** and you become a **Recorder**. If you access your account online, you have an overview of all cards in your account, and all the recordings on each card. Each card has a unique combination of access codes that can be shared with friends and family (**Listeners**). The minutes available on your card are deducted for each recording and playback; recordings and playback can occur online and by phone, and can be simultaneous. You, and your Listeners, can purchase additional record/listen time for each card, and extend the card expiration date.

This manual walks you step by step through The Voice Library website and phone system. If there's a button you need to push, or a field you need to complete, it will be highlighted in **yellow**.

- Section 1 explains the role of the Recorder.
- Section 2 explains the role of the Listener.
- Section 3 is a troubleshooting guide.
- Finally, there's a definition section at the very end.

Additional answers are available on our FAQ (frequently asked questions) page at www.RememberedVoices.com/faq.htm. Your questions, comments, and suggestions can help us improve the way The Voice Library works for you. Please contact us with your feedback at:

Remembered Voices LLC
14 Front St., Exeter, NH 03833 USA
Ph: 603-583-4880
support@RememberedVoices.com

Section 1: Recorder

Using The Voice Library as a Recorder

A Recorder creates an account, and can:

- Update account information and change account User Name
- Change account password
- Purchase cards
- Send cards as gifts
- Manage cards
- Edit card name
- Edit card Recorder PIN
- Edit card Listener Password
- Notify Listeners with card Listener ID and Password
- Add recording and listening time to a card
- Extend expiration date of a card
- Manage beneficiaries of a card
- Manage greeting on a card
- Record on a card
- Create recording titles on a card
- Listen to recordings on a card
- Delete recordings from a card
- Upload MP3 files to a card

Using The Voice Library Online - Recorder

When you access a card online, the minutes you spend logged in, recording titles, or listening to titles will not be deducted from the available minutes on that card. Only recording and playback time will be deducted.

Recorder Log In

Log in through www.RememberedVoices.com or www.RememberedVoices.net as a **Recorder** with your **User Name** and **Password**.

When you access your account online, you can manage several cards during your visit.

You will automatically be logged out if your page is not active for several minutes. Click **Remember me** to remain logged in until your web browser is closed.



The screenshot shows the homepage of 'The Voice Library', powered by 'Remembered voices'. The header includes contact information: 'Record: 1-888-9-HEAR-ME', 'Listen: 1-866-3-HEAR-ME', and '14 Front Street, Exeter, NH 03833 USA'. A navigation bar contains links for 'Home', 'Contact', 'FAQ', and 'Create New Account'. Below this, there are two main sections: 'Recorder' and 'Listener'. The 'Recorder' section is highlighted with a red border and contains a 'Log In' button. Below the 'Log In' button are two input fields for 'Username' and 'Password'. A 'Log in' button is also present, along with a 'Remember me' checkbox. Below these are links for 'Create New Account' and 'Forgot Password?'. The 'Listener' section is highlighted with a yellow border and contains a 'Click here to go to Listener Page' link. The background of the page features a large image of a family (a man, a woman, and two children) standing outdoors with their arms outstretched.

Create an Account

To get started, you'll first create an account. Next, you'll add a card to that account.

Step 1: Visit www.RememberedVoices.net and select **Create a New Account**.



Step 2: Enter your Account Login Information.

Create a User Name.

- ① Email addresses are unique, and make excellent user names.

Create a **Password** to access your account online.

- ① Your password must be at least 8 characters long and must contain a value from three of the following four groups: a-z, A-Z, 0-9, !@#\$%&*.

Examples: Hello!816 myC@T1sF@T 123abcXYZ

Re-enter your password to check accuracy.

- Clicking the Show button will display your password, making it easier to re-enter.

Home Contact FAQ Create New Account

STEP 1: Register Account – Please complete the form below to setup your Remembered Voices account. All required fields must be provided.

Fields indicated with * are required...

Account Login Information

User Name * Required

Password * Required ☐ Show

Re-enter Password * Required

Personal Information

First Name *

Last Name *

Street 1 *

Street 2

City *

State *

Postal Code *

Country

Email *

Alt. Email

Day Phone *

Alt. Phone

Register Cancel

User Name: Email addresses are unique, and make easy to remember User Names.

Password: Your password must be at least 8 characters, and must contain a value from 3 of the following 4 groups: a - z, A - Z, 0 - 9, ! @ # \$ % & *

Day Phone: Enter your phone number without dashes, spaces, or parenthesis. (i.e. 6035834880)

Step 3: Enter your Personal Information. Enter your phone number without dashes, spaces, or parenthesis.

This information will be used to mail cards and receipts.

Click **Register**.

Home Contact FAQ Create New Account

STEP 1: Register Account – Please complete the form below to setup your Remembered Voices account. All required fields must be provided.
Fields indicated with * are required...

Account Login Information

User Name * MyUserName

Password * #1234A-Z ☐ Show

Re-enter Password * #1234A-Z

Personal Information

First Name * Required

Last Name * Required

Street 1 * Required

Street 2 Optional

City * Required

State * Required

Postal Code * Required

Country Select from dropdown

Email * Required if Day Phone isn't provided

Alt. Email Optional

Day Phone * Required if Email isn't provided

Alt. Phone Optional

Register **Cancel**

User Name: Email addresses are unique, and make easy to remember User Names.

Password: Your password must be at least 8 characters, and must contain a value from 3 of the following 4 groups: a - z, A - Z, 0 - 9, ! @ # \$ % & *

Day Phone: Enter your phone number without dashes, spaces, or parenthesis. (i.e. 6035834880)

Step 4: Select a card from the Card Description dropdown, and select the **Quantity**.

If you have a Promo Code, enter it to receive a discount on your purchase.

① Enter your promotion code to receive a discount on your purchase.

➤ Click ① or < Tab> to verify and automatically update the **Total Price**. If the promo code fails, it is either invalid , inactive, or expired.

Click **Checkout**.

STEP 2: Purchase New Card – Complete the fields below to setup your Remembered Voices Gift Card.

Fields indicated with * are required...

Account Information

Name

Name , User

Street 1

123 Street St.

Street 2

City, State, Postal code

City , State, Postal Code

Card Information

Card Description

RV Gift Card 300 minutes/5 years

Quantity

1

Unit Price

\$50.00

Sub Total

\$50.00

Promo Code

①

Promo Title

Promo Amount

0

Total Price

\$50.00

<< Return to Home

Checkout

Cancel

Step 5: Confirm billing information. Click **Continue**.

STEP 3: Purchase Information – Please provide your billing address below, it is required to complete the purchase of your Remembered Voices Gift Card.

Account Information

First Name *	User	Country	United States
Last Name *	Name	Email *	d@rememberedvoices.com
Street 1 *	123 Street St.	Phone *	6035834880
Street 2			
City *	City		
State *	State		
Postal Code *	Postal Code		

Is your account and billing information same? ☒ Yes ☐ No

Continue **Cancel**

➤ If your credit card is billed to a different address, click **No** and enter billing address. Click **Continue**.

STEP 3: Purchase Information – Please provide your billing address below, it is required to complete the purchase of your Remembered Voices Gift Card.

Account Information

First Name *	User	Country	United States
Last Name *	Name	Email *	d@rememberedvoices.com
Street 1 *	123 Street St.	Phone *	6035834880
Street 2			
City *	City		
State *	State		
Postal Code *	Postal Code		

Is your account and billing information same? ☐ Yes ☒ No

Billing Information

First Name *	Required	Country	Select from dropdown
Last Name *	Required	Email *	Required if Phone isn't provided
Street 1 *	Required	Phone *	Required if Email isn't provided
Street 2	Optional		
City *	Required		
State *	Required		
Postal Code *	Required		

Continue **Cancel**

Step 6: Enter your credit card information. Click **Proceed**. If rejected, correct as prompted. When the credit card is accepted, the Order Total will be applied to your card.

If the card is not accepted by the third attempt, the program will exit.

Process Payment

Bill To:
Name: User Name
Street1: 123 Street St.
Street2:
City, State, Postal Code: City, State, Postal Code

Purchase Summary:

Product Description	Price	Quantity	Total
RV Gift Card 300 minutes/5 years	\$50.00	1	\$50.00 USD
		Promo/Discount	\$0.00 USD
		Order Total	\$50.00 USD

Payment Information:



Card holder name:

Card Type:

Card number:

Expiration date: /

CVV/CVV2: What is CVV/CVV2?



This is your **Account Management** page, providing an overview of your account and all the cards within your Voice Library. This will be your home page when you log in to your account using your User Name and Password.

Your Voice Library account and access card are now active. You will receive an email confirmation and/or welcome letter containing your account and card access codes: account User Name and Password, phone Recorder ID and PIN for this card, phone and online Listener ID and Password for this card. Keep this information with your personal files. If you misplace this information, you can follow the instructions Forgot Password instructions on page 29. You can also click the Contact tab to send an email to **info@RememberedVoices.com**, or call us at **1-888-9-HEAR-ME** (1-888-943-2763), and press **2** to request this information to be resent to you.

Redeem a Gift Card

If you have received an access card as a gift by email or mail, visit **www.RememberedVoices.net** to log in and personalize your account and begin recording on your card.

Step 1: Click **Recorder**, and log in with the **User Name** and **Password** provided in your card confirmation email/welcome letter.



Step 2: Consider changing the **User Name** and **Password** that has been automatically assigned to this account. Review the instructions to **Update Account / Change User Name** on page 17.

Your Voice Library card is considered active from the date of purchase. You will receive a confirmation email and/or welcome letter containing your access codes: account User Name and Password, phone Recorder ID and PIN, phone and online Listener ID and Password. Keep this information with your personal files.

To see the card expiration date, follow the instructions on page 32.

Redeem a Promo Code

If you have a discount or promo code, you can use that code to purchase a card for a new or existing account.

If you do not have an account, follow the **Create an Account** instructions on page 7. If you already have an account, you can use the promo code to **Add a Card to Your Account** (page 20) or **Send a Card as a Gift** (page 25).

Managing Your Account

Log in at **www.RememberedVoices.net** as a **Recorder** with your account **User Name** and **Password**.

When you access your account online, you can manage several cards during your visit.

You will automatically be logged out if your page is not active for several minutes. Click **Remember me** to remain logged in until your web browser is closed.

The Voice Library Powered by Remembered voices

Record: 1-888-9-HEAR-ME
Listen: 1-866-3-HEAR-ME
14 Front Street
Exeter, NH 03833 USA

Home Contact FAQ Create New Account

Recorder Log In

Username:
Password:

☐ Remember me

[Create New Account](#)
[Forgot Password?](#)

Listener Click here to go to Listener Page

Update Account / Change User Name

It is important to keep your contact information accurate and up to date, so that Remembered Voices can notify you of service updates.

Step 1: Click **Manage Account**, and select **Update Account**.

The screenshot shows the 'Manage Account' page with the 'Update Account' option highlighted. Below the navigation bar, there is a section titled 'Your Remembered Voices Cards:' with a table of cards. The table has columns for Number, Name, Last Used Date, Purchased Date, and # of Recordings. One card is listed: 01000144286350, RV Gift Card 300 minutes/5 years, 11/24/2010 1:00:13 PM, 11/24/2010 1:00:13 PM, 0. Below the table is a 'Select' link. Further down is the 'Account Information' section with fields for First Name, Last Name, Street 1, Street 2, City, State, Postal Code, Email, and Day Phone.

Number	Name	Last Used Date	Purchased Date	# of Recordings
01000144286350	RV Gift Card 300 minutes/5 years	11/24/2010 1:00:13 PM	11/24/2010 1:00:13 PM	0

Step 2: Update your user name, name, address, email(s), and/or phone number(s).

- If Remembered Voices is unable to reach you through the information provided, we will contact the beneficiary on your card when the card nears its expiration date.

The screenshot shows the 'Update Account Information' form. It has sections for 'Account Login Information' and 'Personal Information'. The 'Account Login Information' section has fields for User Name (required, no spaces) and Password (not displayed). The 'Personal Information' section has fields for First Name, Last Name, Street 1, Street 2, City, State, Postal Code, Country, Email (required if Day Phone isn't provided), Alt. Email, Day Phone (required if Email isn't provided), and Alt. Phone. There are 'Save' and 'Cancel' buttons at the bottom.

Update Account Information
Fields indicated with * are required...

Account Login Information

User Name * User Name - no spaces
Password Password will not be displayed due to security reason.

Personal Information

First Name * Required
Last Name * Required
Street 1 * Required
Street 2 Optional
City * Required
State * Required
Postal Code * Required

Country Select from dropdown
Email * Required if Day Phone isn't provided
Alt. Email Optional
Day Phone * Required if Email isn't provided
Alt. Phone Optional

Save Cancel

Step 3: Click **Save**. Your Account Information will be updated.

Your Remembered Voices Cards:
Select a card to manage, to add recordings or listen to existing recordings

Number	Name	Last Used Date	Purchased Date	# of Recordings	
01000144286350	RV Gift Card 300 minutes/5 years	11/24/2010 1:00:13 PM	11/24/2010 1:00:13 PM	0	Select

1

Page size: 10

1 items in 1 pages

Account Information

First Name

User

Last Name

Name

Street 1

123 Street St.

Street 2

City

City

State

State

Postal Code

Postal Code

Email

you@email.com

Day Phone

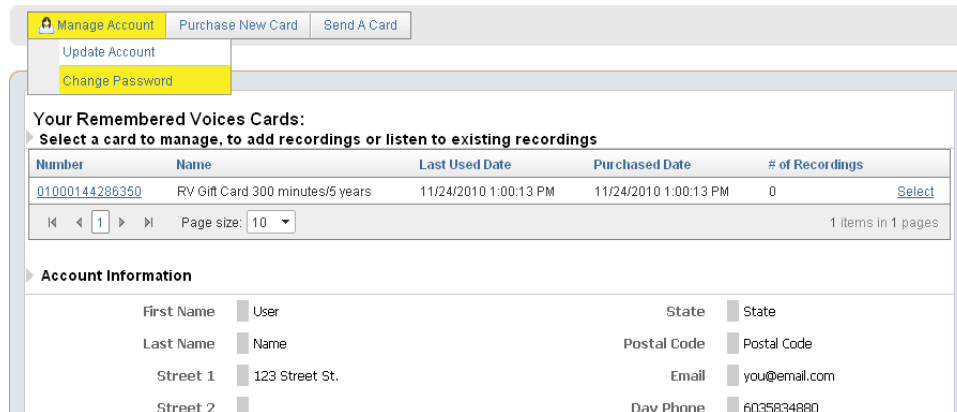
6035834880

You will receive confirmation by email. Please keep a copy of your revised account information with your personal records.

Change Account Password

The Account Password is the online key to all the Voice Library cards in your account, and all the recordings associated with each card. Your original Password is included in your confirmation email and/or welcome letter, but can be changed to a more memorable code at any time.

Step 1: Click **Manage Account**, and select **Change Password**.



The screenshot shows the 'Manage Account' page with a navigation bar containing 'Manage Account', 'Purchase New Card', and 'Send A Card'. Below the navigation bar, there are two buttons: 'Update Account' and 'Change Password', with 'Change Password' highlighted in yellow. The main content area is titled 'Your Remembered Voices Cards:' and includes a sub-header 'Select a card to manage, to add recordings or listen to existing recordings'. Below this is a table with columns: Number, Name, Last Used Date, Purchased Date, and # of Recordings. The table contains one row for a card with number 01000144286350. Below the table is a pagination bar showing 'Page size: 10' and '1 items in 1 pages'. Below the table is a section titled 'Account Information' with fields for First Name, Last Name, Street 1, Street 2, State, Postal Code, Email, and Day Phone.

Step 2: Enter your **Old Password**; this is included in your card confirmation email/welcome letter.

Enter your **New Password**.

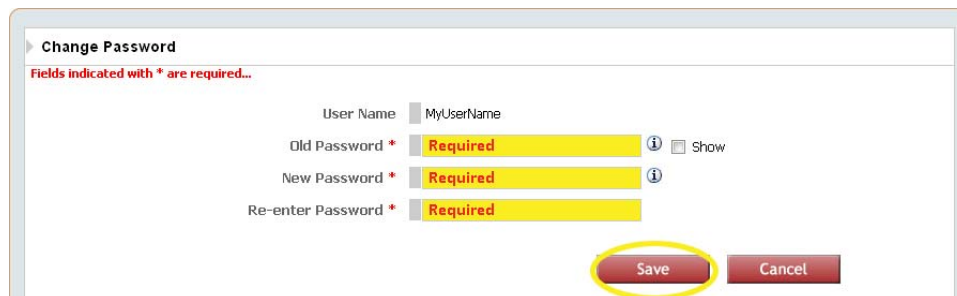
- ① Your password must be at least 8 characters long and must contain a value from three of the following four groups: a-z, A-Z, 0-9, !@#%&*.

Examples: Hello!816 myC@T1sF@T 123abcXYZ

Re-enter your password to check your accuracy.

- Clicking the Show button will display your password, making it easier to re-enter.

Click **Save**.



The screenshot shows the 'Change Password' form. It has a title 'Change Password' and a note 'Fields indicated with * are required...'. The form contains four fields: 'User Name' (with value 'MyUserName'), 'Old Password *' (with a red 'Required' message), 'New Password *' (with a red 'Required' message), and 'Re-enter Password *' (with a red 'Required' message'). There are information icons (i) next to the password fields and a 'Show' button next to the 'Old Password' field. At the bottom right, there are two buttons: 'Save' (highlighted with a yellow circle) and 'Cancel'.

You can use your new password the next time you log in to **www.RememberedVoices.net**. You will receive confirmation by email. Please keep a copy of your revised account information with your personal records.

Add an Access Card to Your Account

Each card uses a different set of access codes; the Listeners with access codes to a specific card can listen to all of the recordings on that card. To control who can listen to your recordings, create your recordings on different cards; you can store recordings on one card for a certain group of friends, a second card for a second group of friends, and so on. You can manage each card through your Account Management screen.

Step 1: Click **Purchase New Card**.

Manage Account

Purchase New Card

Send A Card

Your Remembered Voices Cards:

Select a card to manage, to add recordings or listen to existing recordings

Number	Name	Last Used Date	Purchased Date	# of Recordings	
01000144286350	RV Gift Card 300 minutes/5 years	11/24/2010 1:00:13 PM	11/24/2010 1:00:13 PM	0	Select

1

Page size: 10

1 items in 1 pages

Account Information

First Name

User

Last Name

Name

Street 1

123 Street St.

Street 2

City

City

State

State

Postal Code

Postal Code

Email

you@email.com

Day Phone

6035834880

20

603-583-4880 14 Front Street, Exeter NH 03833 USA
www.RememberedVoices.com

Step 2: Select a card from the Card Description dropdown, and select **Quantity**.

If you have a **Promo Code**, enter it to receive a discount on your purchase.

- ① Enter your promotion code to receive a discount on your purchase.
- Click ① or <Tab> to verify and automatically update the **Total Price**. If the promo code fails, it is an invalid promo code that does not exist, is inactive, or has expired.

Click **Checkout**.

Purchase New Card

Fields indicated with * are required...

Account Information

Name Name , User

Street 1 123 Street St.

Street 2

City, State, Postal code City , State, Postal Code

Card Information

Card Description RV Gift Card 300 minutes/5 years

Quantity 1

Unit Price \$50.00

Sub Total \$50.00

Promo Code ①

Promo Title

Promo Amount 0

Total Price \$50.00

<< Return to Home

Checkout **Cancel**

Step 3: Confirm billing information. Click **Continue**.

Purchase Information

Account Information

First Name * User Country United States

Last Name * Name Email * you@email.com

Street 1 * 123 Street St. Phone * 6035834880

Street 2 *

City * City

State * State

Postal Code * Postal Code

Is your account and billing information same? ☒ Yes ☐ No

Continue Cancel

➤ If your credit card is billed to a different address, click **No** and enter billing address. Click **Continue**.

Purchase Information

Account Information

First Name * User Country United States

Last Name * Name Email * you@email.com

Street 1 * 123 Street St. Phone * 6035834880

Street 2 *

City * City

State * State

Postal Code * Postal Code

Is your account and billing information same? ☐ Yes ☒ No

Billing Information

First Name * Required

Last Name * Required

Street 1 * Required

Street 2 * Optional

City * Required

State * Required

Postal Code * Required

Country * Select from dropdown

Email * Required if Phone isn't provided

Phone * Required if Email isn't provided

Continue Cancel

Step 4: Enter your credit card information. Click **Proceed**. If rejected, correct as prompted. When the credit card is accepted, the Order Total will be applied to your card.

If the card is not accepted by the third attempt, the program will exit.

Process Payment

Bill To:
Name: User Name
Street1: 123 Street St.
Street2:
City, State, Postal Code: City, State, Postal Code

Purchase Summary:

Product Description	Price	Quantity	Total
RV Gift Card 300 minutes/5 years	\$50.00	1	\$50.00 USD
Promo/Discount			\$0.00 USD
Order Total			\$50.00 USD

Payment Information:

VISA MasterCard DISCOVER AMERICAN EXPRESS

Card holder name:

Card Type:

Card number:

Expiration date: /

CVV/CVV2: What is CVV/CVV2?

Proceed **Cancel**

Authorize.Net

➤ For more information on the CVV/CVV2 code, see page 13.

Step 5: Click Continue to return to your Account Management screen.

Process Payment

✓ Thank you for your purchase. You will receive confirmation by email and/or letter with your complete account access information. Start recording today! Log in or call with the account number and password included in our confirmation. You can manage your card – and add additional cards – by logging in with your Recorder User Name and Password. Don't forget to contact your family and friends with the Listener ID and Password for this card. Consider the gift of a Remembered Voices card for birthdays, holidays, anniversaries, and other special occasions. Check our Special Offers when you want to give something that will be cherished for years to come.

Continue

The New Card will appear in your card list, identified with a system generated 14 digit number.

Your Remembered Voices Cards:
Select a card to manage, to add recordings or listen to existing recordings

Number	Name	Last Used Date	Purchased Date	# of Recordings	
52003663106475	RV Gift Card 300 minutes/5 years	1/25/2010 7:59:18 PM	1/25/2010 7:59:18 PM	0	Select
66450248786610	RV Gift Card 300 minutes/5 years	1/23/2010 1:45:12 AM	1/22/2010 10:42:54 PM	0	Select

1

Page size: 10

2 items in 1 pages

Account Information

First Name

Last Name

Street 1

Street 2

City

First Name

Last Name

123 Street St.

City

State

Postal Code

Email

Day Phone

State

Postal Code

name@email.com

123456

To distinguish between the different cards on your account, consider changing the name of each card. See the instructions under **Manage Card**, **Edit Card Name** on page 33.

Send a Card as a Gift

You can set up an account and send a Voice Library card as a gift to a friend. As soon as they receive their welcome letter and/or email, they can create recordings on a card of their own.

Step 1: Click **Send a Card**.

Manage Account

Purchase New Card

Send A Card

Your Remembered Voices Cards:

Select a card to manage, to add recordings or listen to existing recordings

Number	Name	Last Used Date	Purchased Date	# of Recordings	
48848575536740	RV Gift Card 300 minutes/5 years	11/30/2010 11:21:38 AM	11/30/2010 11:21:38 AM	0	Select
01000144286350	RV Gift Card 300 minutes/5 years	11/24/2010 1:00:13 PM	11/24/2010 1:00:13 PM	0	Select

1

Page size: 10

2 items in 1 pages

Account Information

First Name

User

Last Name

Name

Street 1

123 Street St.

Street 2

City

City

State

State

Postal Code

Postal Code

Email

you@email.com

Day Phone

6035834880

Step 2: Select a Delivery Method for your gift card. Complete the Recipient Information.

Select a card from the Card Description dropdown, and select the **Quantity**.

If you have a **Promo Code**, enter it to receive a discount on your purchase.

❶ Enter your promotion code to receive a discount on your purchase.

❷ Click ❶ or <Tab> to verify and automatically update the **Total Price**. If the promo code fails, it is either an invalid promo code that does not exist, inactive, or expired.

Click **Checkout**.

The screenshot shows a web form titled "Send a Card". At the top, it says "Fields indicated with * are required...". The form is divided into three main sections: "Delivery Information", "Recipient Information", and "Card Information".

- Delivery Information:** Contains a "Delivery Method" dropdown menu with "Email/Virtual" selected.
- Recipient Information:** Contains fields for "First Name", "Last Name", "Street 1", "Street 2", "City", "State", "Postal Code", "Country", "Email", "Alt. Email", "Day Phone", and "Alt. Phone". The "First Name", "Last Name", "Country", "Email", "Day Phone", and "Postal Code" fields are highlighted in yellow.
- Card Information:** Contains a "Card Description" dropdown menu with "RV Gift Card 300 minutes/5 years" selected, a "Quantity" dropdown menu with "1" selected, and a "Unit Price" of "\$50.00". Below these are fields for "Sub Total" (\$50.00), "Promo Code", "Promo Title", and "Promo Amount". The "Promo Code" field is highlighted in yellow and has an information icon (❶) to its right. The "Total Price" is displayed as "\$50.00" and is circled in yellow. At the bottom right, there are "Checkout" and "Cancel" buttons, with the "Checkout" button also circled in yellow.

At the bottom left of the form, there is a link: "<< Return to Home".

Step 3: Confirm billing information. Click **Continue**.

Purchase Information

Account Information

First Name * Country

Last Name * Email *

Street 1 * Phone *

Street 2 *

City *

State *

Postal Code *

Is your account and billing information same? ☒ Yes ☐ No

Continue **Cancel**

If your credit card is billed to a different address, click **No** and enter billing address. Click **Continue**.

Purchase Information

Account Information

First Name * Country

Last Name * Email *

Street 1 * Phone *

Street 2 *

City *

State *

Postal Code *

Is your account and billing information same? ☐ Yes ☒ No

Billing Information

First Name * **Required**

Last Name * **Required**

Street 1 * **Required**

Street 2 * **Optional**

City * **Required**

State * **Required**

Postal Code * **Required**

Country

Email * **Required if Phone isn't provided**

Phone * **Required if Email isn't provided**

Continue **Cancel**

Step 4: Enter your credit card information. Click **Proceed**. If rejected, correct as prompted. When the credit card is accepted, the Order Total will be applied to your card.

If the card is not accepted by the third attempt, the program will exit.

Process Payment

Bill To:
Name: First Name Last Name
Street1: 123 Street St.
Street2:
City, State, Postal Code: City, State, Postal Code

Purchase Summary:

Product Description	Price	Quantity	Total
RV Gift Card 300 minutes/5 years	\$50.00	1	\$50.00 USD
		Promo/Discount	\$0.00 USD
		Order Total	\$50.00 USD

Payment Information:

VISA MasterCard DISCOVER AMERICAN EXPRESS

Card holder name:

Card Type:

Card number:

Expiration date: /

CVV/CVV2: What is CVV/CVV2?

Proceed **Cancel**

Authorize.Net

➤ For more information on the CVV/CVV2 code, see page 13.

Step 5: Click **Continue** to return to your Account Management screen.

Process Payment

✓ Thank you for purchasing and sending a Remembered Voices gift card. You will receive confirmation of your purchase by email and/or letter; the recipient will receive complete account access information by email and/or letter.

Continue

The recipient of your gift card will receive an email and/or welcome letter with the necessary codes to access their account and gift card; their card will expire five years from the date of purchase.

You will receive a receipt for your payment. Cards purchased through Send a Card will not appear in your list of cards, and you will not receive the access codes unless the recipient shares the codes with you.

Forgot Password

If you've forgotten the password to manage your account online, you can send a reminder to yourself by email.

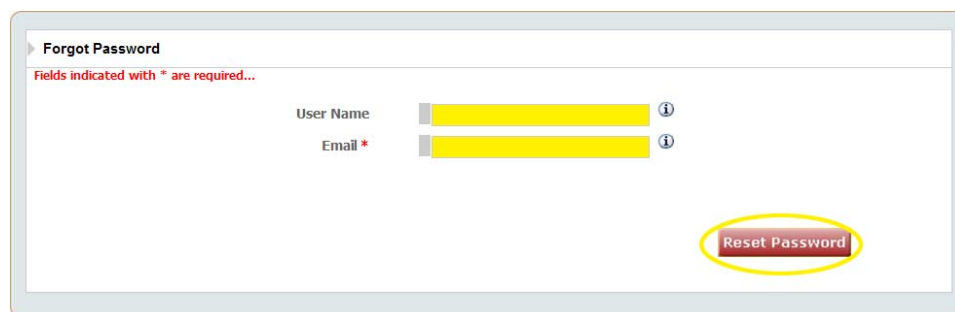
Step 1: Go to www.RememberedVoices.net and click **Forgot Password**.



The screenshot shows the homepage of The VoiceLibrary, powered by Remembered Voices. The top navigation bar includes links for Home, Contact, FAQ, and Create New Account. On the left, the Recorder login form is visible, featuring fields for Username and Password, a Log in button, and a Remember me checkbox. Below the Password field, the links 'Create New Account' and 'Forgot Password?' are present, with the latter highlighted by a yellow circle. On the right, the Listener section includes a link to go to the Listener Page. The background of the page features a family of five (grandparents, parents, and two children) standing in a grassy field with their arms outstretched.

Step 2: Enter the **User Name** and **Email** for this account.

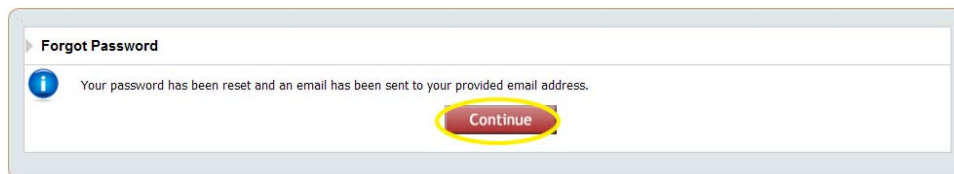
Click **Reset Password**.



The screenshot displays the 'Forgot Password' form. At the top, it says 'Forgot Password' and 'Fields indicated with * are required...'. Below this, there are two input fields: 'User Name' and 'Email *'. Both fields are highlighted with yellow boxes. To the right of each field is an information icon (i). At the bottom right of the form, there is a 'Reset Password' button, which is also highlighted with a yellow circle.

- If you do not have an email address associated with your account, you will not be able to reset your password. Please call Remembered Voices customer service to reset your password.

Step 3: Click **Continue**.



You will be returned to the **www.RememberedVoices.net** sign in page. A message with a new password will be sent to the email listed in your Personal Information.

Step 4: Log in with your new **Password**.



You can change your password by following the **Change Account Password** instructions on page 19. Remember to update your personal files if you change your Password.

Manage Card

On your Account Management page, the top section displays a list of cards in your account.

You can have an unlimited amount of cards in your Recorder account. Each card is independent, and has a different Recorder ID/PIN (for access by phone) and Listener ID/Password (for phone and web listening access).

To open a Card Management console, click the card **Number** or the **Select** button beside the card you intend to manage. (The card number is included in your card confirmation email/welcome letter).

Your Remembered Voices Cards:

Select a card to manage, to add recordings or listen to existing recordings

Number	Name	Last Used Date	Purchased Date	# of Recordings	
48848575536740	RV Gift Card 300 minutes/5 years	11/30/2010 11:21:38 AM	11/30/2010 11:21:38 AM	0	Select
010000144288350	RV Gift Card 300 minutes/5 years	11/24/2010 1:00:13 PM	11/24/2010 1:00:13 PM	0	Select

1

Page size: 10

2 items in 1 pages

Account Information

First Name

User

Last Name

Name

Street 1

123 Street St.

Street 2

City

City

State

State

Postal Code

Email

you@email.com

Day Phone

6035834880

Card Management Console

The screenshot shows the 'The Voice Library' website interface, powered by Remembered Voices. The header includes the logo, contact information (Record: 1-888-9-HEAR-ME, Listen: 1-866-3-HEAR-ME, 14 Front Street, Exeter, NH 03833 USA), and navigation links (Home, Contact, FAQ). A user greeting 'Hello, User! What would you like to do?' is followed by buttons for 'Manage Account', 'Purchase New Card', 'Send A Card', and 'Manage Card'.

The main content area is titled 'Card Recordings' and includes links for 'Record New' and 'Upload MP3'. It displays a table of recordings:

#	Date	Length	Title	Listen	Last Reviewed
2	12/2/2010 2:40:38 PM	4 min.	Uploaded Recording	P P	12/2/2010 2:59:31 PM Delete
1	12/2/2010 12:08:21 PM	6 min.	First Recording	P P	12/2/2010 1:37:38 PM Delete

Below the table, there are navigation controls (Previous, 1, Next) and a 'Page size: 10' dropdown. It indicates '2 items in 1 pages'.

The 'Card Information' section displays the following details:

- Name : RV Gift Card 300 minutes/5 years [Edit](#)
- Recorder ID : 59949
- Recorder PIN : XXXX [Edit](#)
- Listener ID : 68653
- Listener Password : XXXX677 [Edit](#) [Notify](#)
- Time Remaining : 584 min. [Add Time](#)
- Expiration Date : 11/27/2021 [Add Year](#)

At the bottom, there is a '<< Return to Home' link and a footer with 'Terms of Use', 'Privacy Statement', 'Security Statement', 'Return & Refund Policy', 'Comments', and '© 2011 Remembered Voices, LLC'.

On the Card Management console, you can:

- Edit card name
- Edit Recorder PIN
- Edit Listener Password
- Notify Listeners with the Listener ID and password
- Add record and listen time
- Extend expiration date
- Manage beneficiaries
- Manage greeting
- Manage recordings
- Create and title recordings
- Listen to recordings
- Delete recordings
- Upload MP3 files

Edit card name

You can easily organize your cards by assigning each one with a descriptive name.

Step 1: Click **Manage Card** and select **Change Card Name**. Or, in the Card Information section, click **Edit** to the right of Name.

The screenshot shows the 'Manage Card' interface. At the top, there is a navigation bar with links: 'Manage Account', 'Purchase New Card', 'Send A Card', and 'Manage Card'. The 'Manage Card' link is highlighted. Below this, a dropdown menu is open, showing options: 'Update Greeting', 'Manage Beneficiaries', 'Change Card Name' (highlighted), 'Change Recorder PIN', 'Change Listener Password', 'Notify a Listener', 'Add Time to Card', and 'Add Years to Card'. The main content area is divided into two sections. The first section, 'Card Recordings', has links for 'Record New' and 'Upload MP3'. Below this is a table with columns: '#', 'Date', 'Length', and 'Title'. A message states: 'There are currently no recordings on this Remembered Voices card. To add recordings to this card please click "Record New" or "Upload MP3" above.' The second section, 'Card Information', displays the following details: Name: RV Gift Card 300 minutes/5 years, Recorder ID: 59949, Recorder PIN: XXXX, Listener ID: 68653, Listener Password: XXXX677, Time Remaining: 300 min., and Expiration Date: 11/29/2015. To the right of each detail is an 'Edit' link. The 'Edit' link for the Name is circled in yellow. At the bottom left, there is a link '<< Return to Home'. At the bottom right, it says '0 items in 1 pages'.

Step 2: Enter the **New Card Name**. Click **Save**.

The screenshot shows the 'Change Card Name' form. At the top, it says 'Change Card Name' and 'Fields indicated with * are required...'. Below this, the 'Card Information' section displays the following details: Name: RV Gift Card 300 minutes/5 years, Number: 48848575536740, Total Time: 300 min., Remaining Time: 300 min., Purchased Date: 11/30/2010, and Last Used Date: 11/30/2010. The 'Card Name' section shows the 'Current Card Name' as 'RV Gift Card 300 minutes/5 years' and the 'New Card Name' field, which is currently empty. To the right of the 'New Card Name' field are two buttons: 'Save' and 'Cancel'. The 'Save' button is circled in yellow.

Your card name will be updated on the Card Management console.

Card Recordings

[Record New](#)

[Upload MP3](#)

#	Date	Length	Title	Listen	Last Reviewed
There are currently no recordings on this Remembered Voices card. To add a new recording or mp3 file to this card please click "Record New" or "Upload MP3" above.					
Page size: 10				0 items in 1 pages	

Card Information

Name : New Card Name

[Edit](#)

Recorder ID : 59949

Recorder PIN : XXXX

[Edit](#)

Listener ID : 68653

Listener Password : XXXX677

[Edit](#)

[Notify](#)

Time Remaining : 300 min.

[Add Time](#)

Expiration Date : 11/29/2015

[Add Year](#)

[Return to Home](#)

Edit Recorder PIN

You can change your Recorder PIN at any time. If you have reset your PIN, or received a Voice Library access card as a gift, you may wish to change your PIN to a more memorable number.

Step 1: Click **Manage Card** and select **Change Recorder PIN**. Or, click **Edit** to the right of Recorder PIN.

[Manage Account](#) [Purchase New Card](#) [Send A Card](#) **Manage Card**

- Update Greeting
- Manage Beneficiaries
- Change Card Name
- Change Recorder PIN**
- Change Listener Password
- Notify a Listener
- Add Time to Card
- Add Years to Card

Card Recordings [Record New](#) [Upload MP3](#)

#	Date	Length	Title
There are currently no recordings on this Remembered Voices card. To add recordings to this card please click "Record New" or "Upload MP3" above.			

Page size: 10 0 items in 1 pages

Card Information

Name :	RV Gift Card 300 minutes/5 years	Edit
Recorder ID :	59949	
Recorder PIN :	XXXX	Edit
Listener ID :	68653	
Listener Password :	XXXXX677	Edit Notify
Time Remaining :	300 min.	Add Time
Expiration Date :	11/29/2015	Add Year

[<< Return to Home](#)

Step 2: Enter the **Current Recorder PIN**; this is included in your card confirmation email/welcome letter.

Enter your **New Recorder PIN**; it must consist of 4 numbers. Re-enter your new PIN to confirm.

Click **Save**.

Change Recorder PIN

Fields indicated with * are required...

Card Information

Name: RV Gift Card 300 minutes/5 years Number: 48848575536740

Total Time: 300 min. Remaining Time: 300 min.

Purchased Date: 11/30/2010 Last Used Date: 11/30/2010

Recorder PIN

Current Recorder PIN * ⓘ ☐ Show

New Recorder PIN * ⓘ

Re-enter Recorder PIN *

Save **Cancel**

Your Recorder PIN is now updated on your Card Management console. For security, your PIN will not be shown on your screen. You will receive an email confirming the change; consider keeping this information with your personal files.

Card Recordings [Record New](#) [Upload MP3](#)

#	Date	Length	Title	Listen	Last Reviewed
There are currently no recordings on this Remembered Voices card. To add a new recording or mp3 file to this card please click "Record New" or "Upload MP3" above.					

Page size: 10 0 items in 1 pages

Card Information

Name: RV Gift Card 300 minutes/5 years [Edit](#)

Recorder ID: 59949

Recorder PIN: XXXX [Edit](#)

Listener ID: 68653

Listener Password: XXXX677 [Edit](#) [Notify](#)

Time Remaining: 300 min. [Add Time](#)

Expiration Date: 11/29/2015 [Add Year](#)

[Return to Home](#)

Edit Listener Password

If you change the Listener Password, your Listeners will no longer be able to access the recordings on this card. You can notify Listeners of the new Password by following the instructions on page 39.

Step 1: Click **Manage Card** and select **Change Listener Password**. Or, click **Edit** to the right of Listener Password.

The screenshot shows the 'Manage Card' dropdown menu with the following options: Update Greeting, Manage Beneficiaries, Change Card Name, Change Recorder PIN, **Change Listener Password** (highlighted), Notify a Listener, Add Time to Card, and Add Years to Card. Below the menu, the 'Card Information' section displays the following details:

Field	Value	Action
Name	RV Gift Card 300 minutes/5 years	Edit
Recorder ID	59949	
Recorder PIN	XXXX	Edit
Listener ID	68653	
Listener Password	XXXXX677	Edit Notify
Time Remaining	300 min.	Add Time
Expiration Date	11/29/2015	Add Year

At the bottom left, there is a link: [Return to Home](#).

Step 2: Enter the **Current Listener Password**; this is included in your card confirmation email/welcome letter.

Enter your **New Listener Password**; it must consist of 4 to 10 numbers. Re-enter your new Password to confirm.

Click **Save**.

The screenshot shows the 'Change Listener Password' form with the following sections:

- Card Information**:
 - Name: RV Gift Card 300 minutes/5 years
 - Number: 48848575536740
 - Total Time: 300 min.
 - Remaining Time: 300 min.
 - Purchased Date: 11/30/2010
 - Last Used Date: 11/30/2010
- Listener Password**:
 - Current Listener Password * (password field)
 - New Listener Password * (password field)
 - Re-enter Listener Password * (password field)

At the bottom right, there are two buttons: **Save** (highlighted) and **Cancel**.

Your Listener Password will be changed on your Card Management console. For security, only the last three digits are shown on your screen.

Card Recordings [Record New](#) [Upload MP3](#)

#	Date	Length	Title	Listen	Last Reviewed
There are currently no recordings on this Remembered Voices card. To add a new recording or mp3 file to this card please click "Record New" or "Upload MP3" above.					
Page size: 10				0 items in 1 pages	

Card Information

Name : RV Gift Card 300 minutes/5 years

Recorder ID : 59949

Recorder PIN : XXXX

Listener ID : 68653

Listener Password : XXXX677

Time Remaining : 300 min.

Expiration Date : 11/29/2015

[Edit](#)
[Edit](#)
[Edit](#) [Notify](#)
[Add Time](#)
[Add Year](#)

[Return to Home](#)

You will receive confirmation of the new password by email and/or mail. Please keep this updated Listener Password information with your personal files.

Notify Listeners

After you create an account and have begun adding recordings to your access card, notify your friends and family. Providing them with the Listener ID and Password for your card allows them to listen to those recordings any time, and as often as they like, until the Time Remaining is 0, or the card expires.

Each card has a unique Listener ID and Password combination that allows access online and by phone.

If you edit a Listener Password, a Listener using the old password will lose access to your recordings.

Step 1: Click **Manage Card** and select **Notify a Listener**. Or, in the Card Information section, click **Notify** to the right of Listener Password.

The screenshot shows the 'Manage Card' interface. At the top, there are tabs: 'Manage Account', 'Purchase New Card', 'Send A Card', and 'Manage Card' (which is selected). Below the tabs, there is a section for 'Card Recordings' with links for 'Record New' and 'Upload MP3'. A table below this section shows no recordings. To the right of the 'Card Recordings' section, a dropdown menu is open, showing options: 'Update Greeting', 'Manage Beneficiaries', 'Change Card Name', 'Change Recorder PIN', 'Change Listener Password', 'Notify a Listener' (highlighted in yellow), 'Add Time to Card', and 'Add Years to Card'. Below the dropdown, there is a 'Card Information' section with fields for Name, Recorder ID, Recorder PIN, Listener ID, Listener Password, Time Remaining, and Expiration Date. Each field has an 'Edit' link to its right. The 'Notify' link next to the Listener Password field is circled in yellow.

Step 2: Enter the **Email** of the person you would like to notify. They will receive an email with the Listener ID and Password necessary to listen to the recordings on this card only.

The screenshot shows the 'Notify Listener' form. It has a section for 'Card Information' with fields for Name, Number, Total Time, Remaining Time, Purchased Date, and Last Used Date. Below this is a 'Notification Information' section with an 'Email' field. The 'Email' field is highlighted in yellow. To the right of the 'Email' field are two buttons: 'Send' (highlighted in yellow) and 'Cancel'.

Add Record and Listen Time

Time Remaining refers to the amount of minutes available on your access card for recording and playback. Each instance when a recording is created or played on the website, or when your Voice Library is accessed by phone, the Time Remaining will be decreased. Usage is factored in 1 minute intervals; 15 seconds will roll up to the next minute. You, and your Listeners, can **Add Time** to your card.

- Example: If you purchase a card with 300 minutes, and create a 5 minute, 14 second recording online, you will have 295 minutes remaining for recording and listening (300 minutes – 5 minutes). If your next recording is by phone and your call length is 14 minutes and 16 seconds long, you will have 280 minutes remaining on your card (295 minutes – 15 minutes).
- If there is no time remaining on your card, you will not be able to record or listen online, or access your card by phone, until additional time is purchased.

Step 1: To add more recording and listening time to your card, click **Manage Card** and select **Add Time to Card**. Or, in the Card Information section, click **Add Time** to the right of Time Remaining.

The screenshot shows the 'Manage Card' interface. At the top, there are tabs: 'Manage Account', 'Purchase New Card', 'Send A Card', and 'Manage Card'. The 'Manage Card' tab is active, and a dropdown menu is open showing options: 'Update Greeting', 'Manage Beneficiaries', 'Change Card Name', 'Change Recorder PIN', 'Change Listener Password', 'Notify a Listener', 'Add Time to Card' (highlighted), and 'Add Years to Card'. Below the tabs, there is a section for 'Card Recordings' with links 'Record New' and 'Upload MP3'. A table shows no recordings. Below that is the 'Card Information' section with fields for Name, Recorder ID, Recorder PIN, Listener ID, Listener Password, Time Remaining, and Expiration Date. The 'Add Time' link is circled in yellow next to the 'Time Remaining' field.

Step 2: Select an option from the **Upgrade Description** dropdown. Select a **Quantity**. Click **Checkout**.

The screenshot shows the 'Add Card Time' form. It has a section for 'Card Information' with fields for Name, Number, Total Time, Remaining Time, Purchased Date, and Last Used Date. Below that is the 'Card Upgrade Information' section with a dropdown for 'Upgrade Description' (set to 'RV Gift Card Upgrade 300 minutes/5 years'), a 'Quantity' field (set to 1), 'Unit Price' (\$40.00), and 'Total Price' (\$40.00). The 'Checkout' button is circled in yellow.

Step 3: Confirm billing information. Click **Continue**.

The screenshot shows a web form titled "Purchase Information" with a sub-section "Account Information". It contains the following fields: First Name (User), Last Name (Name), Street 1 (123 Street St.), Street 2, City (City), State (State), Postal Code (Postal Code), Country (United States), Email (you@email.com), and Phone (6035834880). Below these fields is a question: "Is your account and billing information same?" with radio buttons for "Yes" (selected) and "No". At the bottom right are "Continue" and "Cancel" buttons. The "Continue" button is highlighted with a yellow circle.

➤ If your credit card is billed to a different address, click **No** and enter billing address. Click **Continue**.

The screenshot shows the same "Purchase Information" form, but with the "Billing Information" section expanded. The "Is your account and billing information same?" question now has the "No" radio button selected. The billing fields are: First Name (Required), Last Name (Required), Street 1 (Required), Street 2 (Optional), City (Required), State (Required), Postal Code (Required), Country (Select from dropdown), Email (Required if Phone isn't provided), and Phone (Required if Email isn't provided). The "Continue" button is highlighted with a yellow circle.

Step 4: Enter your credit card information. Click **Proceed**. If rejected, correct as prompted. When the credit card is accepted, the Order Total will be applied to your card.

If the card is not accepted by the third attempt, the program will exit.

Process Payment

Bill To:
Name: User Name
Street1: 123 Street St.
Street2:
City, State, Postal Code: City, State, Postal Code

Purchase Summary:

Product Description	Price	Quantity	Total
RV Gift Card Upgrade 300 minutes/5 years	\$40.00	1	\$40.00 USD
Promo/Discount			\$0.00 USD
Order Total			\$40.00 USD

Payment Information:

VISA MasterCard DISCOVER AMERICAN EXPRESS

Card holder name:

Card Type:

Card number:

Expiration date: /

CVV/CVV2: What is CVV/CVV2?

Proceed **Cancel**

Authorize.Net

➤ For more information on the CVV/CVV2 code, see page 13.

Step 5: Click **Continue**.

Process Payment

✓ Thank you for upgrading your card. You will receive confirmation by email and/or letter with your complete account access information.
Don't forget to contact your family and friends with the Listener ID and Password for this card.
Consider the gift of a Remembered Voices card for birthdays, holidays, anniversaries, and other special occasions. Check our Special Offers when you want to give something that will be cherished for years to come.

Continue

The **Time Remaining** and **Expiration Date** will be updated on your Card Management console.

Card Recordings

[Record New](#)[Upload MP3](#)

#	Date	Length	Title	Listen	Last Reviewed
There are currently no recordings on this Remembered Voices card. To add a new recording or mp3 file to this card please click "Record New" or "Upload MP3" above.					
1		Page size: 10		0 items in 1 pages	

Card Information

Name : RV Gift Card 300 minutes/5 years

Recorder ID : 59949

Recorder PIN : XXXX

Listener ID : 68653

Listener Password : XXXX677

Time Remaining : 600 min.

Expiration Date : 11/27/2020

Edit

Edit

Edit

Notify

Add Time

Add Year

[Return to Home](#)

Extend Expiration Date

The **Expiration Date** refers to how long your recordings will be available through your card. You and your Listeners can access the recordings on a card at any time and frequency until the Time Remaining is 0, or your card expires. You, and your Listeners, can **Add Years** to extend the expiration date on your card.

- If your card expires, you will not be able to record or listen online, or access your card by phone, until the expiration date is extended.
- If Remembered Voices is unable to reach you when your card nears the expiration date, we will contact the Beneficiary for that card.

Step 1: To extend the duration of archive time for your card, click **Manage Card** and select **Add Years to Card**. Or, click **Add Year** to the right of Expiration Date.

The screenshot shows the 'Manage Card' interface. At the top, there are tabs: 'Manage Account', 'Purchase New Card', 'Send A Card', and 'Manage Card'. The 'Manage Card' tab is active, and a dropdown menu is open, showing options: 'Update Greeting', 'Manage Beneficiaries', 'Change Card Name', 'Change Recorder PIN', 'Change Listener Password', 'Notify a Listener', 'Add Time to Card', and 'Add Years to Card'. The 'Add Years to Card' option is highlighted. Below the dropdown, there is a section for 'Card Recordings' with a table showing columns: '#', 'Date', 'Length', 'Title', and 'Last Reviewed'. A message states: 'There are currently no recordings on this Remembered Voices card. To add recordings to this card please click "Record New" or "Upload MP3" above.' Below this is a pagination bar showing 'Page size: 10' and '0 items in 1 pages'. The 'Card Information' section is below, showing details for 'RV Gift Card 300 minutes/5 years'. Fields include: Recorder ID (59949), Recorder PIN (XXXX), Listener ID (68653), Listener Password (XXXX677), Time Remaining (300 min.), and Expiration Date (11/29/2015). There are 'Edit' links for Name, Recorder ID, Recorder PIN, Listener ID, and Listener Password. There are 'Add Time' and 'Add Year' links for Time Remaining and Expiration Date. The 'Add Year' link is circled in yellow. At the bottom left, there is a link '<< Return to Home'.

Step 2: Select an option from the **Upgrade Description** dropdown. Select a **Quantity**.

Click **Checkout**.

The screenshot shows the 'Add Card Year' interface. At the top, there is a section 'Add Card Year' with a red note: 'Fields indicated with * are required...'. Below this is the 'Card Information' section, showing details for 'RV Gift Card 300 minutes/5 years'. Fields include: Name (RV Gift Card 300 minutes/5 years), Number (48848575536740), Total Time (300 min.), Remaining Time (600 min.), Purchased Date (11/30/2010), and Last Used Date (12/2/2010). Below this is the 'Card Upgrade Information' section, showing an 'Upgrade Description' dropdown menu with 'RV Gift Card 1 Year Upgrade' selected, and a 'Total Price' of \$15.00. At the bottom right, there are 'Checkout' and 'Cancel' buttons. The 'Checkout' button is circled in yellow.

Step 3: Confirm billing information. Click **Continue**.

Purchase Information

Account Information

First Name * User Country United States

Last Name * Name Email * you@email.com

Street 1 * 123 Street St. Phone * 6035834880

Street 2 *

City * City

State * State

Postal Code * Postal Code

Is your account and billing information same? ☒ Yes ☐ No

Continue Cancel

➤ If your credit card is billed to a different address, click **No** and enter billing address. Click **Continue**.

Purchase Information

Account Information

First Name * User Country United States

Last Name * Name Email * you@email.com

Street 1 * 123 Street St. Phone * 6035834880

Street 2 *

City * City

State * State

Postal Code * Postal Code

Is your account and billing information same? ☐ Yes ☒ No

Billing Information

First Name * Required

Last Name * Required

Street 1 * Required

Street 2 * Optional

City * Required

State * Required

Postal Code * Required

Country * Select from dropdown

Email * Required if Phone isn't provided

Phone * Required if Email isn't provided

Continue Cancel

Step 4: Enter your credit card information. Click **Proceed**. If rejected, correct as prompted. When the credit card is accepted, the Order Total will be applied to your card.

If the card is not accepted by the third attempt, the program will exit.

Process Payment

Bill To:
Name: User Name
Street1: 123 Street St.
Street2:
City, State, Postal Code: City, State, Postal Code

Purchase Summary:

Product Description	Price	Quantity	Total
RV Gift Card 1 Year Upgrade	\$15.00	1	\$15.00 USD
Promo/Discount			\$0.00 USD
Order Total			\$15.00 USD

Payment Information:

VISA MasterCard DISCOVER AMERICAN EXPRESS

Card holder name:

Card Type:

Card number:

Expiration date: /

CVV/CVV2: What is CVV/CVV2?

Proceed **Cancel**

Authorize.Net

➤ For more information on the CVV/CVV2 code, see page 13.

Step 5: Click **Continue**.

Process Payment

✓ Thank you for upgrading your card. You will receive confirmation by email and/or letter with your complete account access information.
Don't forget to contact your family and friends with the Listener ID and Password for this card.
Consider the gift of a Remembered Voices card for birthdays, holidays, anniversaries, and other special occasions. Check our Special Offers when you want to give something that will be cherished for years to come.

Continue

The **Expiration Date** will be updated on your Card Management console.

Card Recordings

[Record New](#)

[Upload MP3](#)

#	Date	Length	Title	Listen	Last Reviewed
There are currently no recordings on this Remembered Voices card. To add a new recording or mp3 file to this card please click "Record New" or "Upload MP3" above.					
1		Page size: 10		0 items in 1 pages	

Card Information

Name :

RV Gift Card 300 minutes/5 years

Edit

Recorder ID :

59949

Recorder PIN :

XXXX

Edit

Listener ID :

68653

Listener Password :

XXXXX677

Edit

Notify

Time Remaining :

300 min.

Add Time

Expiration Date :

11/27/2016

Add Year

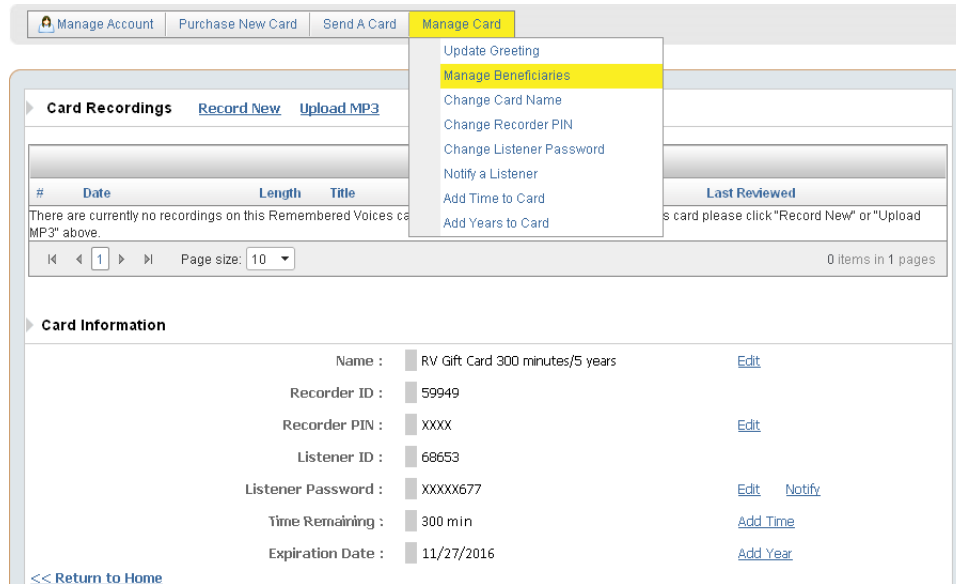
[Return to Home](#)

Add Beneficiary

If Remembered Voices is unable to reach you when your Time Remaining reaches 0 or when your card expires, we will contact the Beneficiary or Beneficiaries on your card. If appropriate, the Beneficiary will replace you as the account holder for the specific card to which they have been assigned.

Remember to keep your Beneficiary contact information accurate and up to date to ensure your recordings will continue to be available to your Listeners.

Step 1: Click **Manage Card** and select **Manage Beneficiaries**.



The screenshot shows the 'Manage Card' dropdown menu open. The 'Manage Beneficiaries' option is highlighted in yellow. The menu includes options: Update Greeting, Manage Beneficiaries, Change Card Name, Change Recorder PIN, Change Listener Password, Notify a Listener, Add Time to Card, and Add Years to Card. The background shows the 'Card Recordings' section with a table of recordings (empty) and the 'Card Information' section with details for an RV Gift Card.

#	Date	Length	Title
There are currently no recordings on this Remembered Voices card. Please click "Record New" or "Upload MP3" above.			

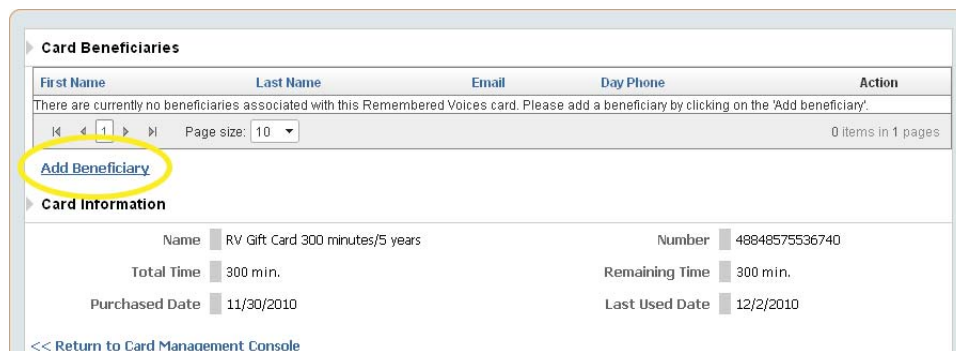
Page size: 10 0 items in 1 pages

Card Information

Name :	RV Gift Card 300 minutes/5 years	Edit
Recorder ID :	59949	
Recorder PIN :	XXXX	Edit
Listener ID :	68653	
Listener Password :	XXXXX677	Edit Notify
Time Remaining :	300 min	Add Time
Expiration Date :	11/27/2016	Add Year

[Return to Home](#)

Step 2: Click **Add Beneficiary**.



The screenshot shows the 'Card Beneficiaries' page. The 'Add Beneficiary' link is circled in yellow. The page includes a table for beneficiaries (empty) and the 'Card Information' section with details for an RV Gift Card.

First Name	Last Name	Email	Day Phone	Action
There are currently no beneficiaries associated with this Remembered Voices card. Please add a beneficiary by clicking on the 'Add beneficiary'.				

Page size: 10 0 items in 1 pages

Card Information

Name :	RV Gift Card 300 minutes/5 years	Number :	48848575536740
Total Time :	300 min.	Remaining Time :	300 min.
Purchased Date :	11/30/2010	Last Used Date :	12/2/2010

[Return to Card Management Console](#)

Step 3: Complete Beneficiary address, email, and phone number.

Click **Save**.

Add Beneficiary

Fields indicated with * are required...

First Name *	Required	Country *	Select from dropdown
Last Name *	Required	Email *	Required (if day phone isn't provided)
Street 1 *	Required	Alt. Email	Optional
Street 2	Optional	Day Phone *	Required (if email isn't provided)
City *	Required	Alt. Phone	Optional
State *	Required		
Postal Code *	Required		

Save **Cancel**

Your Card Beneficiaries page will be updated. You may wish to notify your Beneficiary that you've selected them for this card, and keep a copy of their contact information with your personal records.

Card Beneficiaries

First Name	Last Name	Email	Day Phone	Action
John	Doe	john@email.com		Edit Delete

Page size: 10 1 items in 1 pages

[Add Beneficiary](#)

Card Information

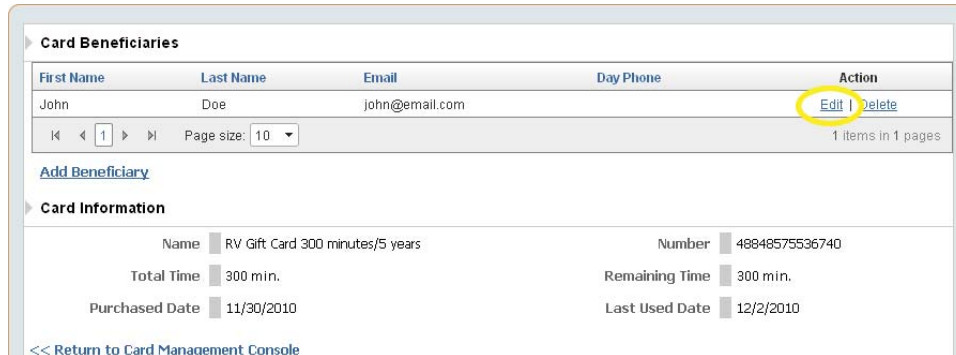
Name	RV Gift Card 300 minutes/5 years	Number	48848575536740
Total Time	300 min.	Remaining Time	300 min.
Purchased Date	11/30/2010	Last Used Date	12/2/2010

[Return to Card Management Console](#)

Edit Beneficiary

Remember to keep your Beneficiary contact information accurate and up to date to ensure your recordings are available to your Listeners.

Step 1: Click **Edit** to the right of the Beneficiary you want to edit.



Card Beneficiaries

First Name	Last Name	Email	Day Phone	Action
John	Doe	john@email.com		Edit Delete

Page size: 10 1 items in 1 pages

[Add Beneficiary](#)

Card Information

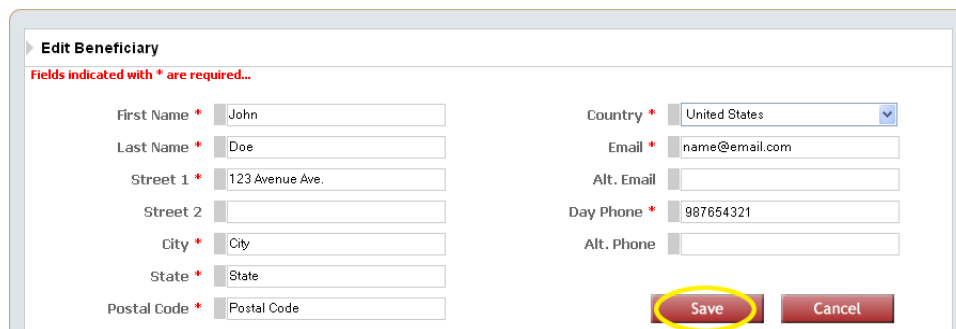
Name: RV Gift Card 300 minutes/5 years Number: 48848575536740

Total Time: 300 min. Remaining Time: 300 min.

Purchased Date: 11/30/2010 Last Used Date: 12/2/2010

[Return to Card Management Console](#)

Step 2: Make your corrections and click **Save**.



Edit Beneficiary

Fields indicated with * are required...

First Name * John Country * United States

Last Name * Doe Email * name@email.com

Street 1 * 123 Avenue Ave. Alt. Email

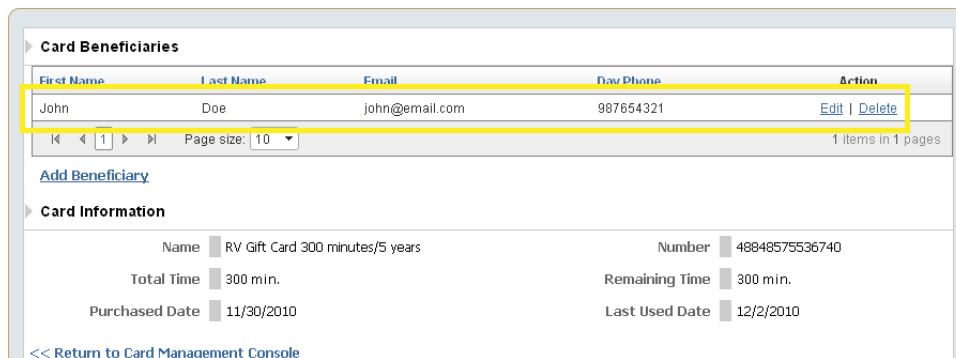
Street 2 City * City Day Phone * 987654321

State * State Alt. Phone

Postal Code * Postal Code

[Save](#) [Cancel](#)

Your Card Beneficiaries page will be updated. If you keep Beneficiary information with your personal records, be sure to update that information as well.



Card Beneficiaries

First Name	Last Name	Email	Day Phone	Action
John	Doe	john@email.com	987654321	Edit Delete

Page size: 10 1 items in 1 pages

[Add Beneficiary](#)

Card Information

Name: RV Gift Card 300 minutes/5 years Number: 48848575536740

Total Time: 300 min. Remaining Time: 300 min.

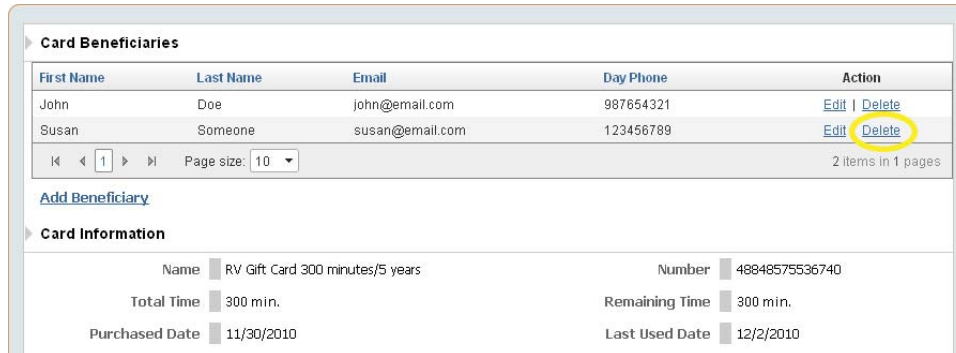
Purchased Date: 11/30/2010 Last Used Date: 12/2/2010

[Return to Card Management Console](#)

Delete Beneficiary

A deleted Beneficiary can not be contacted by Remembered Voices if we are unable to reach you when your Time Remaining reaches 0, or when your card expires.

Step 1: Click **Delete** to the right of the contact you want to delete.



Card Beneficiaries

First Name	Last Name	Email	Day Phone	Action
John	Doe	john@email.com	987654321	Edit Delete
Susan	Someone	susan@email.com	123456789	Edit Delete

Page size: 10 2 items in 1 pages

[Add Beneficiary](#)

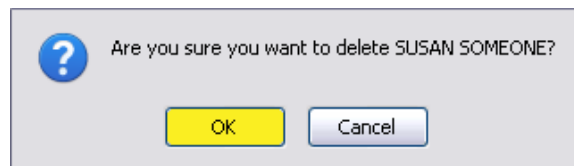
Card Information

Name: RV Gift Card 300 minutes/5 years Number: 48848575536740

Total Time: 300 min. Remaining Time: 300 min.

Purchased Date: 11/30/2010 Last Used Date: 12/2/2010

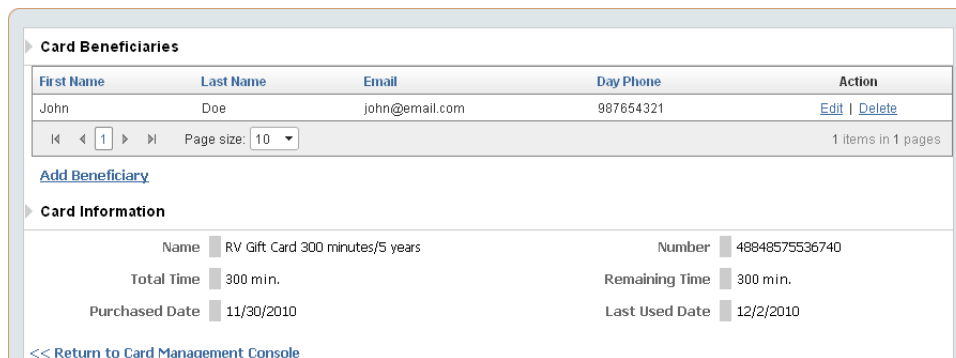
Step 2: Click **OK** to confirm. This action is permanent.



Are you sure you want to delete SUSAN SOMEONE?

The Beneficiary will be removed from your Card Beneficiaries list.

- If you keep Beneficiary information with your personal records, be sure to update that information as well.



Card Beneficiaries

First Name	Last Name	Email	Day Phone	Action
John	Doe	john@email.com	987654321	Edit Delete

Page size: 10 1 items in 1 pages

[Add Beneficiary](#)

Card Information

Name: RV Gift Card 300 minutes/5 years Number: 48848575536740

Total Time: 300 min. Remaining Time: 300 min.

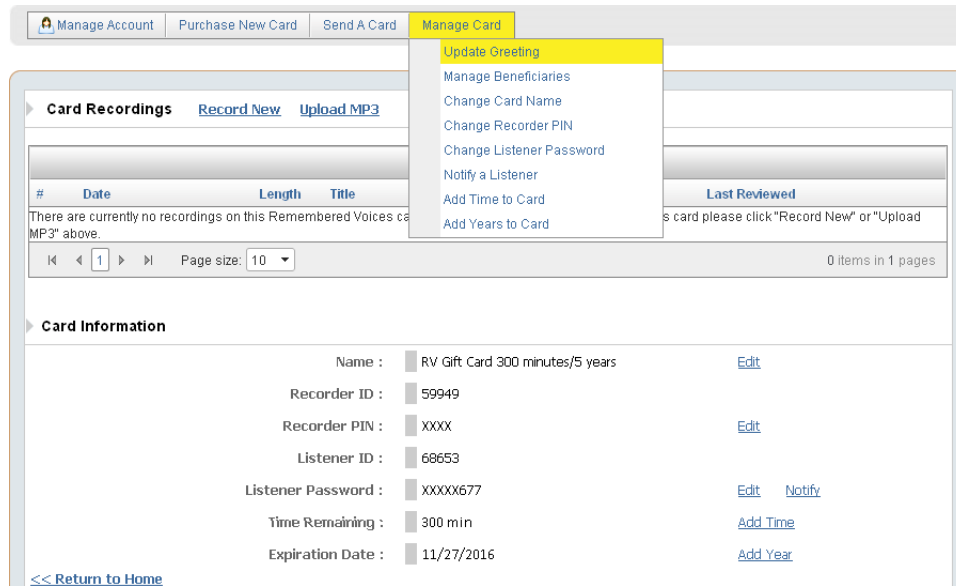
Purchased Date: 11/30/2010 Last Used Date: 12/2/2010

[Return to Card Management Console](#)

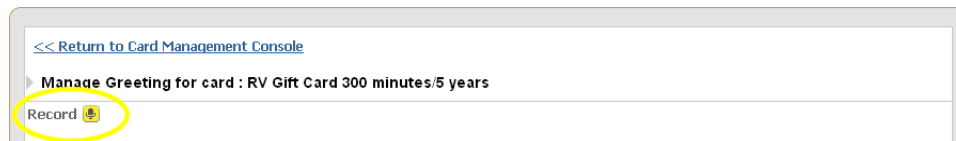
Manage Greeting

Record the greeting that Listeners will hear when they access your card by phone.

Step 1: Click **Manage Card**, and select **Update Greeting**.



Step 2: Click **Record**.



Step 3: A popup window from Adobe Flash Player will ask if you will allow The Voice Library server to access your camera and microphone. The server will only access your computer microphone, and only when you are actively recording.

Click **Allow** (click **Remember** to skip this step on your next recording during this web session).

Click on the tab with a **microphone** ().



Step 4: Select your microphone from the dropdown list.



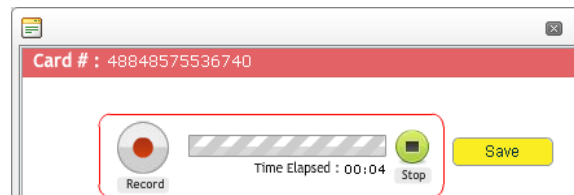
Test your microphone by speaking at a normal, conversational volume; you will notice that the level meter (colored bar on the left) changes with your voice volume. Adjust the Record Volume slider so that the meter does not turn red when you are speaking.

Click **Close**.

- If you do not see this popup, you will need to turn on or allow Java / Java Script to run on your system. Visit <http://get.adobe.com/flashplayer/> for full download instructions.

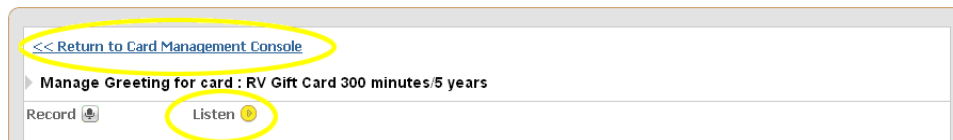
Step 5: You will now see the Recording window. Click **Record** and begin speaking; you will have a maximum recording length of 10 seconds.

When you are finished, press **Stop**, then **Save**.



Step 6: If you want to hear your greeting, click **Listen**. Otherwise, click **Return to Card Management Console**.

Listening to your greeting does not deduct time from your card's available minutes.



Manage Recordings

You will need three things to record your voice online:

- A reliable internet connection
- A microphone (i.e. desk microphone, headset microphone, or integrated microphone)
- A playback device (i.e. desk speakers, integrated speakers, or earphones)

Using the audio device software, create a test recording to determine your speaking volume, best microphone position, and how much noise is picked up (i.e. breathing, shuffling paper, cars driving by). In some circumstances, you may need to upgrade your computer or invest in a higher quality microphone to create better recordings. For more information and suggestions, please read www.RememberedVoices.com/equipment.htm.

Create a Recording

If you've ever recorded a voice mail message, you already know the basic rules: speak clearly, and speak into the microphone. You may want to test out your computer and microphone to familiarize yourself with its operation, sound quality, and sensitivity before using the minutes on your card.

Visit www.RememberedVoices.com for suggestions and topics to help you make memorable, clear recordings. For information on equipment and how to make the best quality recordings, read our white paper at www.RememberedVoices.com/equipment.htm.

Step 1: If you have a microphone or headset, plug it in. If you have an internal microphone in your computer, turn it on.

On your Card Information page, select **Record New**.

The screenshot shows the 'Card Recordings' section of the website. At the top, there are two links: 'Record New' and 'Upload MP3'. The 'Record New' link is circled in yellow. Below these links is a table with columns: '#', 'Date', 'Length', 'Title', 'Listen', and 'Last Reviewed'. The table is currently empty, with a message stating: 'There are currently no recordings on this Remembered Voices card. To add a new recording or mp3 file to this card please click "Record New" or "Upload MP3" above.' Below the table, there are navigation controls including a page number '1' and a 'Page size: 10' dropdown. At the bottom of the page, there is a 'Card Information' section with various fields and their values, each with an 'Edit' link next to it.

#	Date	Length	Title	Listen	Last Reviewed
There are currently no recordings on this Remembered Voices card. To add a new recording or mp3 file to this card please click "Record New" or "Upload MP3" above.					

Navigation: 1, Page size: 10, 0 items in 1 pages

Card Information

Name :	RV Gift Card 300 minutes/5 years	Edit
Recorder ID :	59949	
Recorder PIN :	XXXX	Edit
Listener ID :	68653	
Listener Password :	XXXXX677	Edit Notify
Time Remaining :	600 min.	Add Time
Expiration Date :	11/27/2021	Add Year

[<< Return to Home](#)

Step 2: A popup window from Adobe Flash Player will ask if you will allow the Remembered Voices server to access your camera and microphone. Remembered Voices will only access your computer microphone, and only when you are actively recording.

Click **Allow** (click **Remember** to skip this step on your next recording during this web session).

Click on the **microphone** tab ().



Step 3: Select your microphone from the dropdown list.

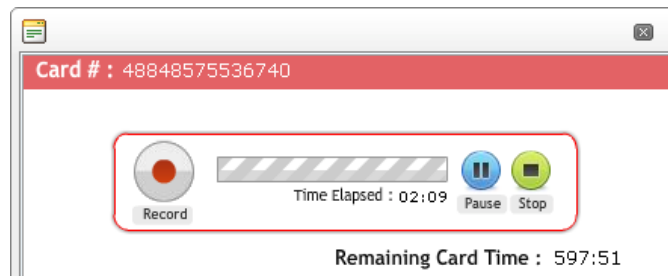


Test your microphone by speaking at a normal, conversational volume; you will notice that the level meter changes with your voice volume. Adjust the **Record Volume** slider so that the meter does not turn red when you are speaking.

Click **Close**.

- If you do not adjust the Record Volume, your recording title will be created with the system's default settings. These might not be suitable for voice recording.
- If you do not see this popup, you will need to turn on or allow Java / Java Script to run on your system. Visit <http://get.adobe.com/flashplayer/> for full download instructions.

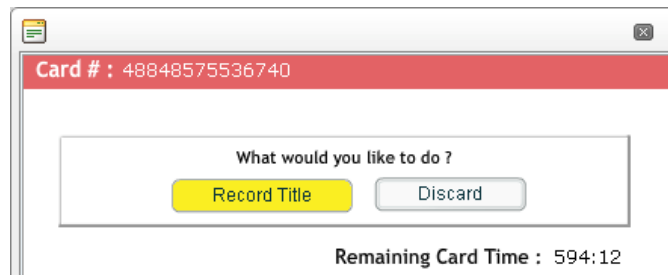
Step 4: You will now see the Recording window. Click **Record** and begin speaking; the maximum length per recording is 60 minutes. When you are finished, press **Stop**. (You can also click **Pause** to temporarily pause recording).



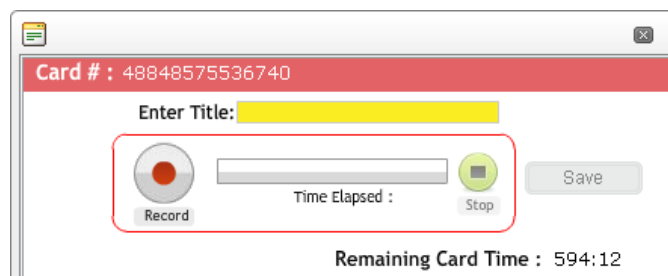
Step 5: Click **Record Title**.

Your Listeners who access your recordings by phone will hear this title in a menu, and use it to select this recording.

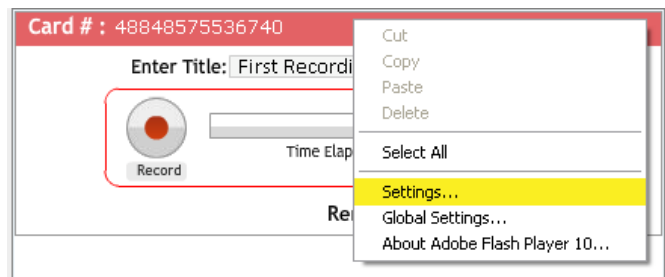
- If you hit Discard, you will DELETE this recording. Deleted recordings can not be recovered!



Step 6: Enter the title for your recording.



Step 7: Right click on the red bar displaying the card number to open the Flash Player menu. Select **Settings**.



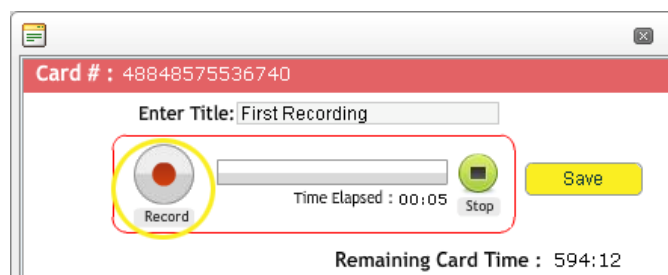
The Adobe Flash Player window will open again. Tap the volume slider to reset the levels, or test your microphone settings again and adjust the Record Volume as necessary.

- If you skip this step, your title will be created with the system's default settings, which will not match the sound levels of your recording.



Click **Record** as you repeat this title aloud. When you have finished, click **Stop** and then click **Save**.

- If you skip this step, your recording will not have a title. You will not have a second opportunity to create a title.



Step 8: If you are satisfied with your title recording, click **Save Recording**. If not, click **Re-Record Title** and complete Step 6 again.

- If you click Discard, you will delete both this title and this recording. **Deleted recordings can not be recovered!**

Step 9: The Voice Library will take a few moments to process and save your recording to our database. When the process is complete, the popup window will close.

Step 10: If your screen does not automatically refresh, click the Refresh button on your web browser (or F5 on your keyboard) to see your new recording listed on your Card Management console.

#	Date	Length	Title	Listen	Last Reviewed
1	12/2/2010 12:08:21 PM	6 min.	First Recording		12/2/2010 12:08:21 PM

Page size: 10 1 items in 1 pages

Card Information

Name : RV Gift Card 300 minutes/5 years [Edit](#)

Recorder ID : 59949

Recorder PIN : XXXX [Edit](#)

Listener ID : 68653

Listener Password : XXXX677 [Edit](#) [Notify](#)

Time Remaining : 594 min. [Add Time](#)

Expiration Date : 11/27/2021 [Add Year](#)

[Return to Home](#)

Recordings Created by Phone

If you created a recording by phone, you will not be able to add a written title. Phone recordings have a blank Title field. However, you can listen to the title by clicking the left Listen button.

Card Recordings [Record New](#) [Upload MP3](#)

#	Date	Length	Title	Listen	Last Reviewed	
2	12/2/2010 12:43:49 PM	4 min.		 	12/2/2010 12:43:49 PM	Delete
1	12/2/2010 12:08:21 PM	6 min.	First Recording	 	12/2/2010 12:08:21 PM	Delete

  1  

Page size: 10

2 items in 1 pages

Card Information

Name : RV Gift Card 300 minutes/5 years

Recorder ID : 59949

Recorder PIN : XXXX

Listener ID : 68653

Listener Password : XXXX677

Time Remaining : 590 min.

Expiration Date : 11/27/2021

[Edit](#)

[Edit](#)

[Edit](#)

[Edit](#)

[Add Time](#)

[Add Year](#)

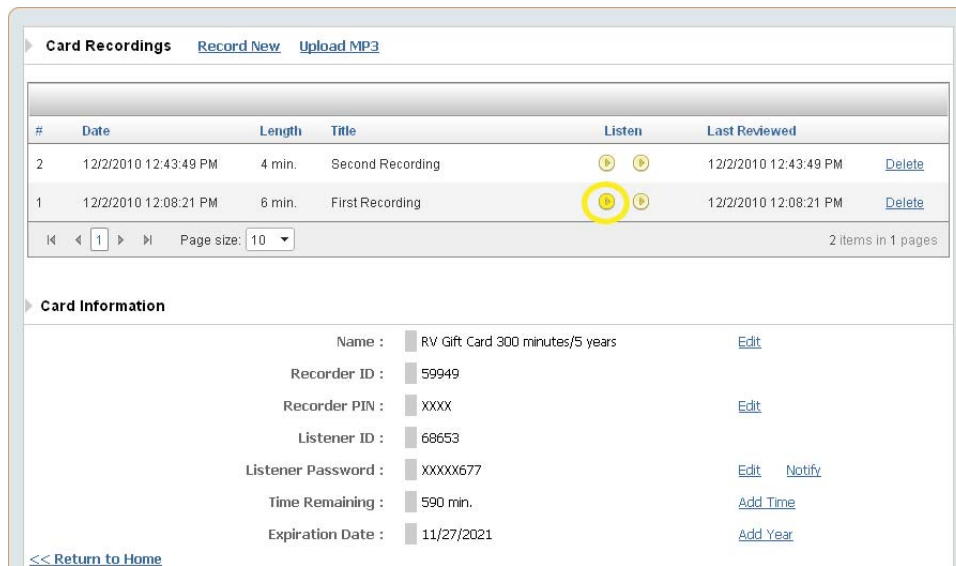
[Return to Home](#)

Listen to a Recording

You can listen to the recordings on your card as often as you like, just as your Listeners can replay your recordings online and by phone.

Step 1: On the Card Management console, click the first **Play** button () to hear your recording's title.

➤ Listening to a title does not deduct time from your card's available minutes.



The screenshot shows the 'Card Recordings' section of a web interface. It includes a table with columns for #, Date, Length, Title, Listen, and Last Reviewed. Below the table is a 'Card Information' section with fields for Name, Recorder ID, Recorder PIN, Listener ID, Listener Password, Time Remaining, and Expiration Date, each with an 'Edit' or 'Add' link.

#	Date	Length	Title	Listen	Last Reviewed
2	12/2/2010 12:43:49 PM	4 min.	Second Recording	 	12/2/2010 12:43:49 PM Delete
1	12/2/2010 12:08:21 PM	6 min.	First Recording	 	12/2/2010 12:08:21 PM Delete

Page size: 10 2 items in 1 pages

Card Information

Name : RV Gift Card 300 minutes/5 years [Edit](#)

Recorder ID : 59949

Recorder PIN : XXXX [Edit](#)

Listener ID : 68653

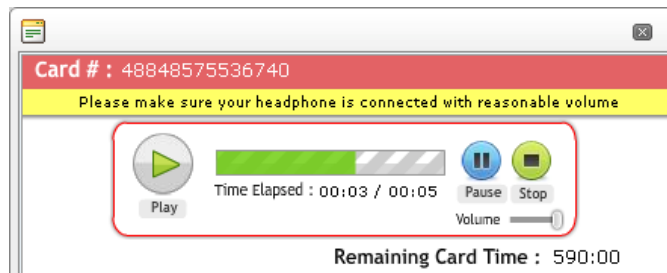
Listener Password : XXXX677 [Edit](#) [Notify](#)

Time Remaining : 590 min. [Add Time](#)

Expiration Date : 11/27/2021 [Add Year](#)

[Return to Home](#)

Step 2: Click **Play**. Adjust the Volume as necessary. This popup will automatically close at the end of the title playback. If it does not, click the X in the upper right corner.



The screenshot shows a playback popup window. It displays the card number, a warning message, a play button, a progress bar, time elapsed, and remaining card time. The volume control is also visible.

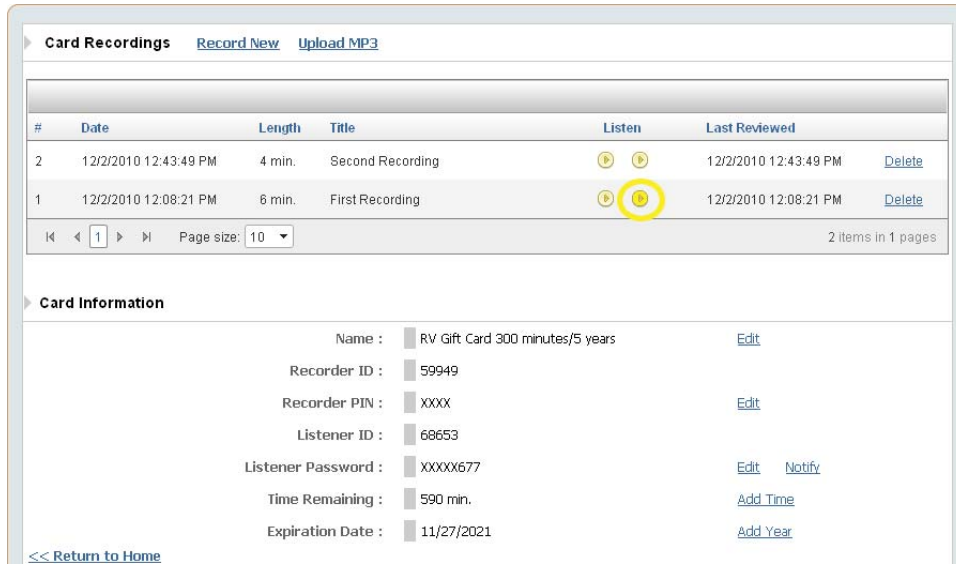
Card # : 48848575536740

Please make sure your headphone is connected with reasonable volume

Play   Time Elapsed : 00:03 / 00:05   

Remaining Card Time : 590:00

Step 3: On the Card Management console, click the second **Play** button () to listen to your recording.



The screenshot shows the 'Card Recordings' interface. At the top, there are links for 'Record New' and 'Upload MP3'. Below is a table with columns: #, Date, Length, Title, Listen, and Last Reviewed. The table contains two rows: 'Second Recording' (4 min, 12/2/2010 12:43:49 PM) and 'First Recording' (6 min, 12/2/2010 12:08:21 PM). The 'Listen' column for the 'First Recording' has a yellow circle around the second play button icon. Below the table is a 'Card Information' section with fields for Name, Recorder ID, Recorder PIN, Listener ID, Listener Password, Time Remaining, and Expiration Date, each with an 'Edit' or 'Add' link. A '<< Return to Home' link is at the bottom left.

#	Date	Length	Title	Listen	Last Reviewed
2	12/2/2010 12:43:49 PM	4 min.	Second Recording	 	12/2/2010 12:43:49 PM Delete
1	12/2/2010 12:08:21 PM	6 min.	First Recording	 	12/2/2010 12:08:21 PM Delete

Page size: 10 2 items in 1 pages

Card Information

Name : RV Gift Card 300 minutes/5 years [Edit](#)

Recorder ID : 59949

Recorder PIN : XXXX [Edit](#)

Listener ID : 68653

Listener Password : XXXX677 [Edit](#) [Notify](#)

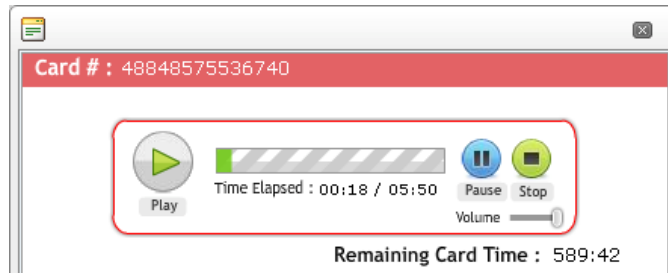
Time Remaining : 590 min. [Add Time](#)

Expiration Date : 11/27/2021 [Add Year](#)

[<< Return to Home](#)

Step 4: Click **Play**. Adjust the Volume as necessary. This popup will automatically close at the end of the recording playback. If it does not, click the X in the upper right corner.

- If you are opening a long recording, the Time Elapsed will show the correct recording length after it has finished loading. Depending on the speed of your Internet connection, you may wish to wait a few minutes to allow the recording to load completely before pressing the Play button.



The screenshot shows a 'Card Playback' popup window. At the top, it displays 'Card # : 48848575536740'. Below this is a playback control area with a 'Play' button, a progress bar, 'Time Elapsed : 00:18 / 05:50', 'Pause' and 'Stop' buttons, and a volume slider. At the bottom, it shows 'Remaining Card Time : 589:42'.

Card # : 48848575536740

Play Time Elapsed : 00:18 / 05:50 Pause Stop Volume

Remaining Card Time : 589:42

On the Card Management console, the **Time Remaining** will be updated.

Card Recordings [Record New](#) [Upload MP3](#)

#	Date	Length	Title	Listen	Last Reviewed	
2	12/2/2010 12:43:49 PM	4 min.	Second Recording		12/2/2010 12:43:49 PM	Delete
1	12/2/2010 12:08:21 PM	6 min.	First Recording		12/2/2010 1:37:38 PM	Delete

1 |< < 1 > >| Page size: 10 2 items in 1 pages

Card Information

Name : RV Gift Card 300 minutes/5 years [Edit](#)

Recorder ID : 59949

Recorder PIN : XXXX [Edit](#)

Listener ID : 68653

Listener Password : XXXX677 [Edit](#) [Notify](#)

Time Remaining : 584 min. [Add Time](#)

Expiration Date : 11/27/2021 [Add Year](#)

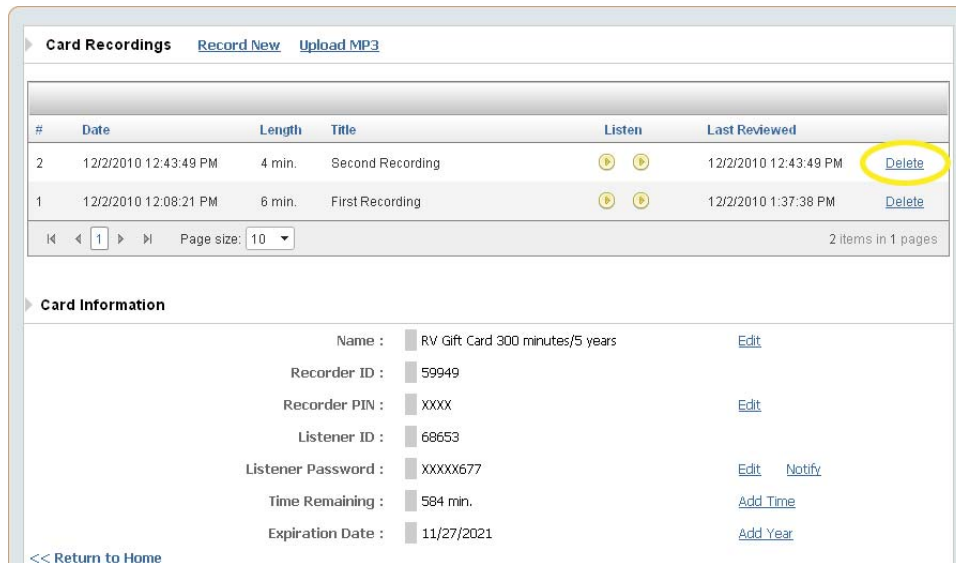
[Return to Home](#)

Delete a Recording

Deleting a recording is permanent! Please be sure that you want to delete a recording from your Voice Library; it will NOT be recoverable by Remembered Voices and will no longer be available to your Listeners.

Deleting a recording will not credit the Time Remaining on your card.

Step 1: Click **Delete** to the right of your recording.



The screenshot shows the 'Card Recordings' section of a web application. At the top, there are links for 'Record New' and 'Upload MP3'. Below is a table with columns: #, Date, Length, Title, Listen, and Last Reviewed. There are two rows of recordings. The second row's 'Delete' link is circled in yellow. Below the table is a pagination bar showing 'Page size: 10' and '2 items in 1 pages'. Underneath is the 'Card Information' section with fields for Name, Recorder ID, Recorder PIN, Listener ID, Listener Password, Time Remaining, and Expiration Date, each with an 'Edit' link. At the bottom left is a '<< Return to Home' link.

#	Date	Length	Title	Listen	Last Reviewed
2	12/2/2010 12:43:49 PM	4 min.	Second Recording	 	12/2/2010 12:43:49 PM Delete
1	12/2/2010 12:08:21 PM	6 min.	First Recording	 	12/2/2010 1:37:38 PM Delete

Card Information

Name : RV Gift Card 300 minutes/5 years [Edit](#)

Recorder ID : 59949

Recorder PIN : XXXX [Edit](#)

Listener ID : 68653

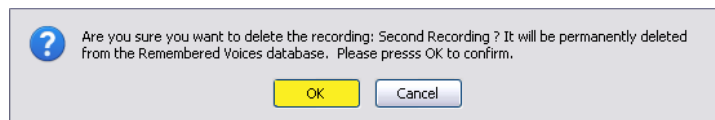
Listener Password : XXXX677 [Edit](#) [Notify](#)

Time Remaining : 584 min. [Add Time](#)

Expiration Date : 11/27/2021 [Add Year](#)

<< Return to Home

Step 2: If you are certain that you want to delete your recording, click **OK**.

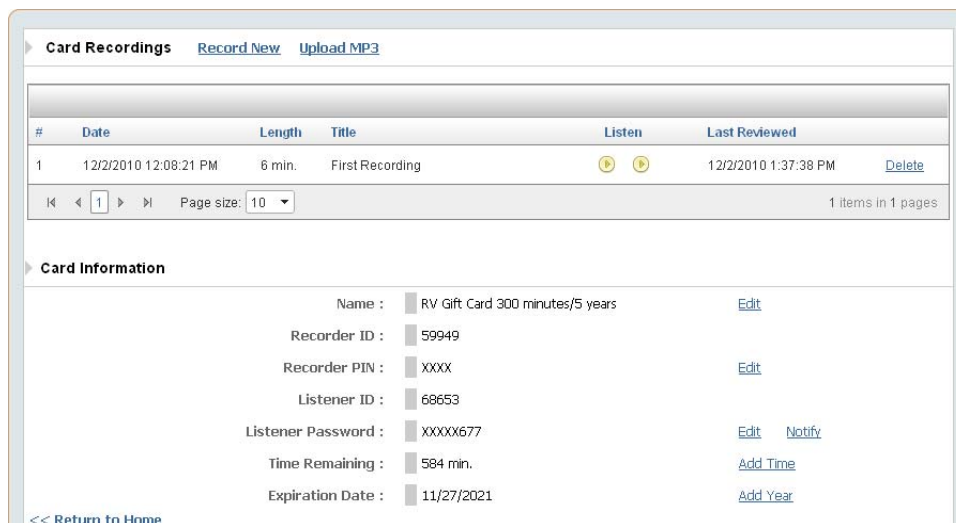


A confirmation dialog box with a question mark icon. The text inside asks if the user is sure they want to delete the recording 'Second Recording' and states it will be permanently deleted. There are 'OK' and 'Cancel' buttons at the bottom.

Are you sure you want to delete the recording: Second Recording ? It will be permanently deleted from the Remembered Voices database. Please press OK to confirm.

[OK](#) [Cancel](#)

Your recording is now removed from the list of Card Recordings on the Card Management console.



This screenshot shows the 'Card Recordings' section after the deletion. The table now only contains one row, 'First Recording'. The 'Delete' link is still present for this row. The 'Card Information' section and pagination bar (showing '1 items in 1 pages') remain the same.

#	Date	Length	Title	Listen	Last Reviewed
1	12/2/2010 12:08:21 PM	6 min.	First Recording	 	12/2/2010 1:37:38 PM Delete

Card Information

Name : RV Gift Card 300 minutes/5 years [Edit](#)

Recorder ID : 59949

Recorder PIN : XXXX [Edit](#)

Listener ID : 68653

Listener Password : XXXX677 [Edit](#) [Notify](#)

Time Remaining : 584 min. [Add Time](#)

Expiration Date : 11/27/2021 [Add Year](#)

<< Return to Home

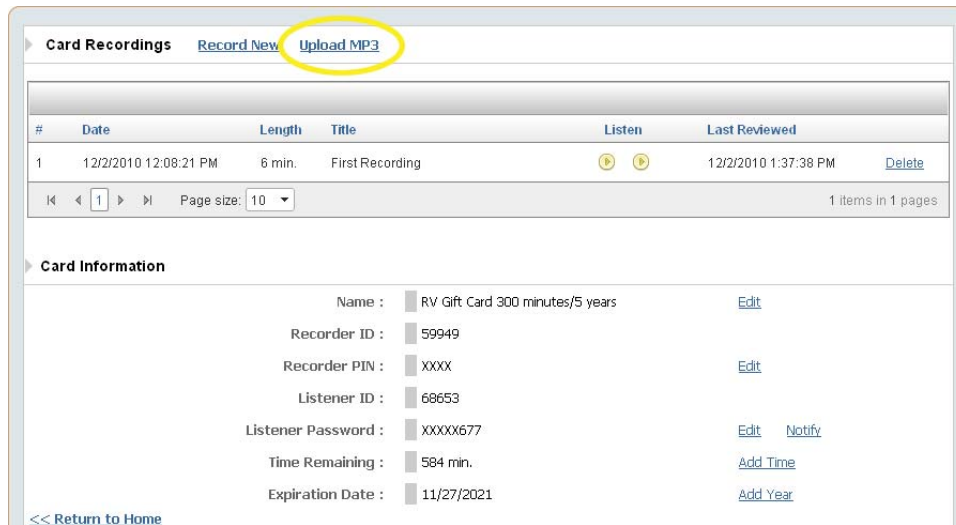
Upload MP3

You can upload a personal voice recording that has been converted to MP3 format. You can listen to uploaded MP3s online and by phone. Please see our Terms of Use at www.RememberedVoices.com/terms.htm for restrictions regarding MP3 content and ownership.

MP3 files must be recorded or converted to **128 kpbs**. Please refer to the instructions for your file converter software regarding file settings and quality.

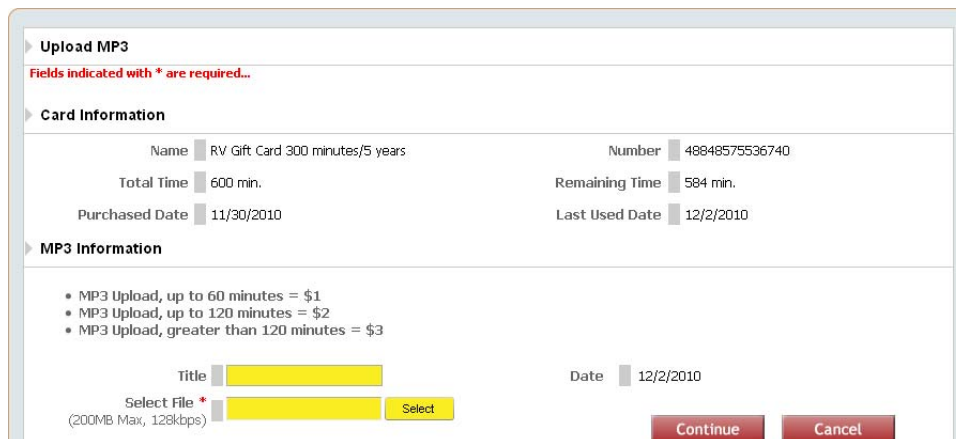
Follow the instructions included with your recording device to connect it to your computer.

Step 1: Click **Upload MP3**.



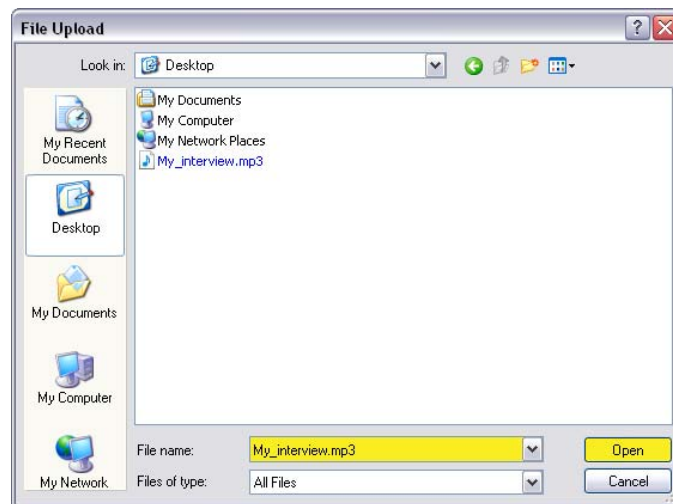
The screenshot shows the 'Card Recordings' page. At the top, there are three tabs: 'Card Recordings', 'Record New', and 'Upload MP3'. The 'Upload MP3' tab is highlighted with a yellow circle. Below the tabs is a table with columns: '#', 'Date', 'Length', 'Title', 'Listen', and 'Last Reviewed'. The table contains one row with the following data: '# 1', 'Date 12/2/2010 12:08:21 PM', 'Length 6 min.', 'Title First Recording', 'Listen' (with two play icons), and 'Last Reviewed 12/2/2010 1:37:38 PM'. Below the table is a pagination bar with 'Page size: 10' and '1 items in 1 pages'. Below the table is a section titled 'Card Information' with the following fields: 'Name: RV Gift Card 300 minutes/5 years', 'Recorder ID: 59949', 'Recorder PIN: XXXX', 'Listener ID: 68653', 'Listener Password: XXXX677', 'Time Remaining: 584 min.', and 'Expiration Date: 11/27/2021'. Each field has an 'Edit' link next to it. At the bottom left, there is a link '<< Return to Home'.

Step 2: Enter a **Title**. Click **Select**.



The screenshot shows the 'Upload MP3' form. At the top, there is a section titled 'Upload MP3' with a red note 'Fields indicated with * are required...'. Below this is a section titled 'Card Information' with the following fields: 'Name: RV Gift Card 300 minutes/5 years', 'Number: 48846575536740', 'Total Time: 600 min.', 'Remaining Time: 584 min.', 'Purchased Date: 11/30/2010', and 'Last Used Date: 12/2/2010'. Below this is a section titled 'MP3 Information' with the following fields: 'Title' (with a yellow input field), 'Date: 12/2/2010', 'Select File *' (with a yellow input field and a 'Select' button), and a list of pricing information: '• MP3 Upload, up to 60 minutes = \$1', '• MP3 Upload, up to 120 minutes = \$2', and '• MP3 Upload, greater than 120 minutes = \$3'. At the bottom right, there are two buttons: 'Continue' and 'Cancel'.

Step 3: Navigate your computer and find the MP3 you want to upload. Select it and click **Open**.



Step 4: Click **Continue**.

Upload MP3

Fields indicated with * are required...

Card Information

NameRV Gift Card 300 minutes/5 yearsNumber48848575536740

Total Time600 min.Remaining Time584 min.

Purchased Date11/30/2010Last Used Date12/2/2010

MP3 Information

- MP3 Upload, up to 60 minutes = \$1
- MP3 Upload, up to 120 minutes = \$2
- MP3 Upload, greater than 120 minutes = \$3

TitleUploaded RecordingDate12/2/2010

Select File *
(200MB Max, 128kbps)My_interview.mp3Select

Continue

Cancel

Step 5: The system will recalculate the size of your file, based on file format quality and compression.

- MP3s files up to 60:00 minutes in length are about 54 MB.
- MP3 files that are 60:01 to 120:00 minutes in length are between ~54 MB to ~109 MB.
- MP3 files that are 120:01 minutes or more in length can be up to 200 MB. This is the largest file size currently accepted.

Click **Checkout**.

Upload MP3

Fields indicated with * are required...

Card Information

NameRV Gift Card 300 minutes/5 yearsNumber48848575536740

Total Time600 min.Remaining Time584 min.

Purchased Date11/30/2010Last Used Date12/2/2010

MP3 Information

TitleUploaded RecordingDate12/2/2010

File NameMy_interview.mp3File Duration00:03:35 (hh:mm:ss)

Payment ZoneMP3 Upload, up to 60 minutesAmount To Pay\$1

Checkout

Cancel

Step 6: Confirm billing information. Click **Continue**.

The screenshot shows a web form titled "Purchase Information" with a sub-section "Account Information". It contains the following fields: First Name (User), Last Name (Name), Street 1 (123 Street St.), Street 2, City (City), State (State), Postal Code (Postal Code), Country (United States), Email (you@email.com), and Phone (6035834880). Below these fields is a question: "Is your account and billing information same?" with radio buttons for "Yes" (selected) and "No". At the bottom right are "Continue" and "Cancel" buttons. The "Continue" button is highlighted with a yellow circle.

➤ If your credit card is billed to a different address, click **No** and enter billing address. Click **Continue**.

The screenshot shows the same "Purchase Information" form, but with the "Billing Information" section expanded. The "Is your account and billing information same?" question now has the "No" radio button selected. The billing fields are: First Name (Required), Last Name (Required), Street 1 (Required), Street 2 (Optional), City (Required), State (Required), Postal Code (Required), Country (Select from dropdown), Email (Required if Phone isn't provided), and Phone (Required if Email isn't provided). The "Continue" button is highlighted with a yellow circle.

Step 7: Enter your credit card information. Click **Proceed**. If rejected, correct as prompted. When the credit card is accepted, the Order Total will be applied to your card.

If the card is not accepted by the third attempt, the program will exit.

Process Payment

Bill To:
Name: User Name
Street1: 123 Street St.
Street2:
City, State, Postal Code: City, State, Postal Code

Purchase Summary:

Product Description	Price	Quantity	Total
MP3 Upload, up to 60 minutes	\$1.00	1	\$1.00 USD
		Promo/Discount	\$0.00 USD
		Order Total	\$1.00 USD

Payment Information:



Card holder name:

Card Type:

Card number:

Expiration date: /

CVV/CVV2: What is CVV/CVV2?



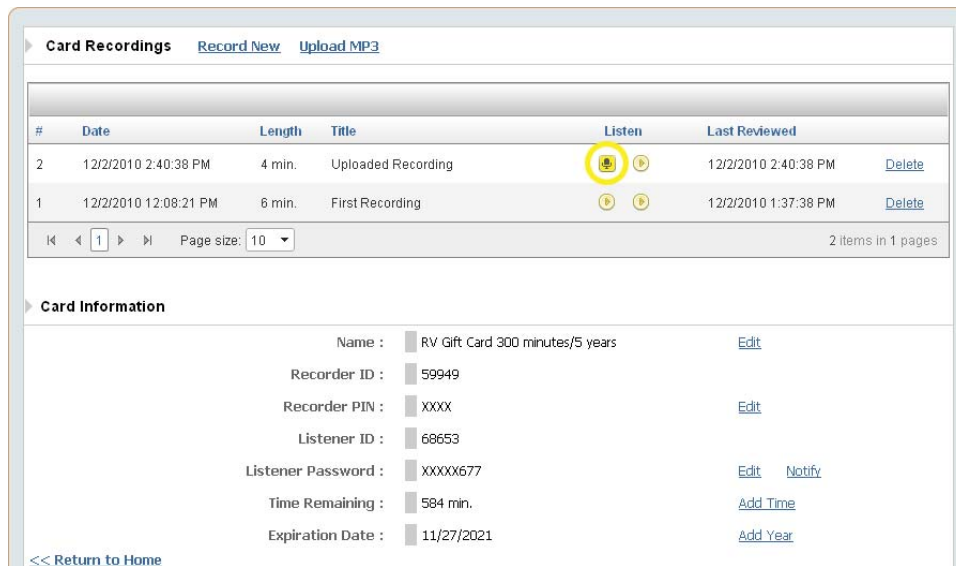
➤ For more information on the CVV/CVV2 code, see page 13.

Step 8: Click **Continue** to return to your Card Management console.

Process Payment

 Remembered Voices thanks you for your purchase and continued support. An invoice for your purchase will be emailed and/or mailed to you shortly. Please remember to add title for you recording through the recording management console.

Step 9: Click on the **microphone** button () to the right of the Title.



The screenshot shows a web interface for managing recordings. At the top, there are links for 'Record New' and 'Upload MP3'. Below this is a table with columns: '#', 'Date', 'Length', 'Title', 'Listen', and 'Last Reviewed'. There are two rows of data. The first row has a 'Listen' button with a microphone icon, which is circled in yellow. The second row has two 'Listen' buttons, one with a microphone icon and one with a speaker icon. Below the table is a 'Page size' dropdown set to '10' and a '2 items in 1 pages' indicator. Under the 'Card Information' section, there are fields for Name, Recorder ID, Recorder PIN, Listener ID, Listener Password, Time Remaining, and Expiration Date, each with an 'Edit' link. At the bottom left, there is a '<< Return to Home' link.

#	Date	Length	Title	Listen	Last Reviewed
2	12/2/2010 2:40:38 PM	4 min.	Uploaded Recording	 	12/2/2010 2:40:38 PM Delete
1	12/2/2010 12:08:21 PM	6 min.	First Recording	 	12/2/2010 1:37:38 PM Delete

Page size: 10 2 items in 1 pages

Card Information

Name : RV Gift Card 300 minutes/5 years [Edit](#)

Recorder ID : 59949

Recorder PIN : XXXX [Edit](#)

Listener ID : 68653

Listener Password : XXXX677 [Edit](#) [Notify](#)

Time Remaining : 584 min. [Add Time](#)

Expiration Date : 11/27/2021 [Add Year](#)

[<< Return to Home](#)

Step 10: A popup window from Adobe Flash Player will ask if you will allow the Remembered Voices server to access your camera and microphone. Remembered Voices will only access your computer microphone, and only when you are actively recording.

Click **Allow** (click **Remember** to skip this step on your next recording during this web session).

Click on the **microphone** tab ()



Step 11: Select your microphone from the dropdown list.

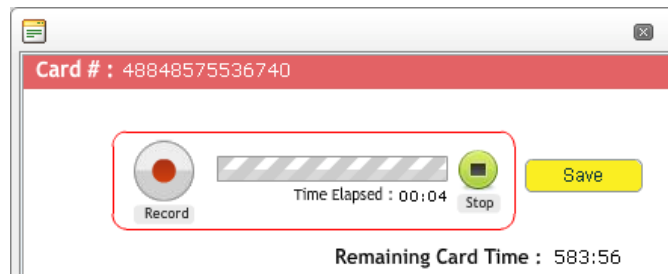


Test your microphone by speaking at a normal, conversational volume; you will notice that the level meter changes with your voice volume. Adjust the Record Volume slider so that the meter does not turn red when you are speaking.

Click **Close**.

- If you skip this step, your title will be created with the system's default settings, which will not match the sound levels of your recording.

Step 12: You will now see the Recording window. Click **Record** and begin speaking. When you are finished, press **Stop**, then **Save**.



Step 13: If your screen does not automatically refresh, click the Refresh button on your web browser to see your uploaded recording listed on the Card Management console.

Card Recordings [Record New](#) [Upload MP3](#)

#	Date	Length	Title	Listen	Last Reviewed	
2	12/2/2010 2:40:38 PM	4 min.	Uploaded Recording	 	12/2/2010 2:59:31 PM	Delete
1	12/2/2010 12:08:21 PM	6 min.	First Recording	 	12/2/2010 1:37:38 PM	Delete

  1  

Page size: 10

2 items in 1 pages

Card Information

Name : RV Gift Card 300 minutes/5 years

Recorder ID : 59949

Recorder PIN : XXXX

Listener ID : 68653

Listener Password : XXXX677

Time Remaining : 584 min.

Expiration Date : 11/27/2021

[Edit](#)

[Edit](#)

[Edit](#) [Notify](#)

[Add Time](#)

[Add Year](#)

[Return to Home](#)

Using The Voice Library by Phone - Recorder

You can purchase access cards, check available time, purchase additional minutes, extend expiration date, record, and listen to the recordings on a Voice Library card by phone.

Only one card can be accessed during your call; the Recorder ID and Recorder PIN are unique to each card. If you have multiple cards, each will have its own Recorder ID, Recorder PIN, Listener ID, and Listener Password.

When you, or your Listeners, access a card by phone, the length of your call will be deducted from the available minutes on that card. As you become familiar with the phone menu, you can enter your number selections as soon as the voice prompt begins.

Call **1-888-9-HEAR-ME** (1-888-943-2763) and enter a Recorder ID and Recorder PIN;

Press **1** to log in to your card

Press **2** to open an account, or speak with a Customer Service representative

To end your call at any time, hang up.

Create an Account and Purchase a Card

Press **2** to open an account

➤ Note that there is a USD \$5 service charge to set up an account by phone. If you open an account online and without Customer Service assistance, there is no setup charge.

- The Customer Service representative will create the access codes you will use to access your account by phone and online.
- Provide your mailing address; this will be used to mail cards and receipts.
- Provide your email and/or phone number.
- Provide a Promo Code, if you have one.
- Provide your credit card information.

You will receive a confirmation email and/or welcome letter confirming your access codes for using your account by phone and online. Keep this information with your personal files, and be sure to update it whenever you reset your User Name, Password, Recorder PIN, or Listener Password.

Manage Account

If you want to:

- Correct or change the name, address, email, or phone number for an account
- Add a card to your account
- Send a card as a gift

Call **1-888-9-HEAR-ME** (1-888-943-2763):

Press **2** to speak with a Customer Service representative

Manage Card

If you want to:

- Record
- Listen
- Delete a recording
- Check available minutes
- Add minutes or years to your card
- Create or change a greeting message
- Change Recorder PIN or Listener Password

Call **1-888-9-HEAR-ME** (1-888-943-2763):

Press **1** to log in to your card
 ➡ Enter your **Recorder ID** and **Recorder PIN**. You will enter the **Main Phone Menu**.

Main Phone Menu

1 Check account status		Provides the number of recordings on this card, time available, and card expiration date	
		Press * when ready to return to main menu	
2 Change greeting message			
1 Change greeting		Record greeting within 10 seconds; press any key to stop recording	
		1 Listen to greeting	Listen to currently saved greeting
		2 Continue (save)	Save greeting and return to main menu
		3 Re-record	Re-record greeting
2 Return to main menu			
3 Change Recorder PIN or Listener Password			
1 Change Recorder PIN		Enter current PIN	
		Enter new PIN	1 Accept Return to previous menu
			2 Cancel Re-enter current PIN
			Re-enter new PIN
2 Change Listener Password		Enter current Password	

Enter new Password

1 Accept

Return to previous menu

2 Cancel

Re-enter current Password

Re-enter new Password

4 Create a new recording

Press * or any key to stop. Up to 1 hour of recording time, per recording.

1 Listen to recording

2 Continue (save)

Save recording

Record title

3 Re-record

Press * or any key to stop.

5 Listen to a recording

Enter recording number immediately, or **0** to hear all titles. Press **#** while title is playing to select.

1 Listen to recording

After the playback is complete, you will be returned to the main menu.

2 Return to titles of recordings

6 Delete a recording

Enter recording number immediately, or **0** to hear all titles. Press **#** while title is playing to select. Press * to return to the list of recordings.

1 Delete

1 Confirm delete

Return to previous menu

2 Return to list

2 Return to list of recordings

7 Buy a card or add minutes/years

Forwarded to Customer Service representative

* Repeat this menu

Check Account Status

Press **1** to hear the number of recordings, the time available for recording and listening on this card, and the expiration date of this card. Press **✱** to return to the main menu.

Change Greeting Message

Press **2** to hear or change the greeting that your Listeners will hear when they access your recordings by phone.

Press **1** to listen to your current greeting

Press **2** to change your current greeting

↳ Record greeting; maximum length is 10 seconds.

Press **1** to listen to your greeting

2 to save and continue; wait for confirmation that greeting has been saved.

3 to re-record

Change Recorder PIN or Listener Password

When you purchase a card or receive a card as a gift, you will receive a Recorder ID and Recorder PIN to access your account by phone. You will also have a Listener ID and Listener Password to distribute to friends and family, permitting listening access to recordings on this card only, online and by phone. If you change the Listener Password, contact your Listeners to notify them that the previous Listener Password will no longer function.

Press **3** to change Recorder PIN or Listener Password

Press **1** to change Recorder PIN

↳ Enter current PIN

↳ Enter new PIN

Press **1** to accept the new Recorder PIN

Press **2** to re-enter the new Recorder PIN

Press **2** to change Listener Password

↳ Enter current Password

↳ Enter new Password

Press **1** to accept the new Listener Password

Press **2** to re-enter the new Listener Password

Create a New Recording

Press **4** to create a new recording.

Wait for the beep to start recording; the maximum recording length, per recording, is 1 hour. Press any key to stop recording.

➤ If there is no sound for 5 seconds, the recording will stop.

Press **1** to listen to your recording

2 to save and continue and record a title

↳ Record title

↳ Maximum title length is 10 seconds.

↳ Press **1** to review title, **2** to save, **3** to re-record

↳ Wait for confirmation that the recording has been saved.

3 to re-record

Review a Recording

Press **5** to listen to a recording on this card.

Enter the number of the recording

↳ Press **1** to listen to this recording

2 to return to list of recordings

0 to hear all titles

↳ Press **#** to select a recording

Press **1** to listen to this recording

2 to return to list of recordings

When the recording has completed playback, you will be returned to the main menu.

Delete a Recording

Deleting a recording will not credit minutes to your account.

Deleting a recording is permanent! Please be sure that you want to delete a recording from your Voice Library; it will NOT be recoverable by Remembered Voices and will no longer be available to your Listeners.

Press **6** to delete a recording.

Press the number of the title of the recording, if known

↳ Press **#** to select the recording

2 to return to list of recordings

0 to hear all titles

↳ Press **#** to select the recording from this list

Press **1** to select recording with this title

↳ Press **1** to confirm delete

2 to return to the list of recordings

When the recording has been deleted, you will be returned to the main menu.

Add Time, Buy Card(s), or Speak with Customer Service

Press **7** to be connected to a Customer Service representative.

Time Remaining or **Minutes** refers to the amount of minutes available on this card for recording and playback. Each time you create or listen to a recording, the Time Remaining will reflect the number of minutes available for this card. Usage is factored in 1 minute intervals; 15 seconds will roll up to the next minute. You, and your Listeners, can **Add Time** to this card.

The **Expiration Date** refers to length of time your card will be available through The Voice Library. You and your Listeners can access the recordings on a card at any time and frequency until the card expiration date. You, and your Listeners, can **Add Years** to this card.

Help

Call **1-888-9-HEAR-ME** (1-888-943-2763):

Press **2** to speak with a live Customer Service representative.

Notify Your Listeners

When you purchase a card, you will receive a welcome letter and/or confirmation email with a Listener ID and Listener Password.

Each card has a unique Listener ID and Password that allows listening access online and by phone. If you have multiple cards in your account, you will have different Listener IDs and Passwords for each card. These codes can be distributed to as many people as you choose.

After you have created recordings on your card, notify your friends and family that they can listen to your recording any time, and as often as they like, until your card expires.

Closing Your Account

Contact Customer Service online at **support@RememberedVoices.com**, or call **1-603-583-4880** to delete a card or close your account. Remembered Voices will make arrangements to provide your recordings to you.

If your account is closed, your Voice Library recordings will no longer be available to you or your Listeners.

Section 2: Listeners

Using The Voice Library as a Listener

A Listener can:

- Listen to recordings on a card
- Add minutes to a card for recording and playback (Time Remaining)
- Add years to the length of time a card will be available (Expiration Date)

Using The Voice Library Online – Listener

When you access a card online, the minutes you spend logged in or listening to titles will not be deducted from the available minutes on that card. Only playback of recordings will be deducted.

Listener Access Codes

When a card is purchased, the card owner will receive a **Listener ID** and **Listener Password** by email or mail. These codes are used online and by phone to access the recordings on this card, and only this card.

Each card has a unique Listener ID and Password that allows listening access online and by phone. Each card has a different Listener ID and Password. These codes can be distributed by the card owner.

- Do not re-distribute or share Listener IDs and Passwords without the permission and understanding of the card owner.

If the card owner edits the Listener Password, you will no longer be able to access the recordings with your old Password.

Listener Log In

Log in through www.RememberedVoices.com or www.RememberedVoices.net as a Listener with your Listener ID and Password.

You will automatically be logged out if your page is not active for several minutes. Click **Remember me** to remain logged in until your web browser is closed.



Listen to Recordings

Before you start, turn your computer speakers or headphones on and test your listening volume.

Step 1: Select a recording you would like to hear.

Press the second **Play** button (🔊) to hear the recording.

- The first Play button (▶) will play the title of the recording. This is the same title played in the list of recordings when you access The Voice Library by phone.

Card Recordings Information for User Name

[Purchase New Card](#)[Send a Card](#)[Add Time to Card](#)[Add Year to Card](#)

Card Recordings

#	Date	Length	Title	Listen	Last Reviewed
2	12/2/2010 2:40:38 PM	4 min.	Uploaded Recording	▶ 🔊	12/2/2010 2:59:31 PM
1	12/2/2010 12:08:21 PM	6 min.	First Recording	▶ 🔊	12/2/2010 1:37:38 PM

⏪ ◀ 1 ▶ ⏩

Page size: 10

2 items in 1 pages

Card Information

Name RV Gift Card 300 minutes/5 years

Expiration Date 11/27/2021

Total Time 600

Time Remaining 584

Step 2: Click **Play**. Adjust the Volume as necessary. This popup will automatically close at the end of the recording playback. If it does not, click the X in the upper right corner.

Card # : 48848575536740

▶

Time Elapsed : 00:18 / 05:50

⏸

⏹

Volume

Remaining Card Time : 589:42

The Last Reviewed information and the Time Remaining will be updated.

Card Recordings Information for User Name

[Purchase New Card](#) [Send a Card](#) [Add Time to Card](#) [Add Year to Card](#)

Card Recordings

#	Date	Length	Title	Listen	Last Reviewed
2	12/2/2010 2:40:38 PM	4 min.	Uploaded Recording		12/2/2010 2:59:31 PM
1	12/2/2010 12:08:21 PM	6 min.	First Recording		12/2/2010 4:36:10 PM

1

Page size: 10

2 items in 1 pages

Card Information

Name RV Gift Card 300 minutes/5 years

Expiration Date 11/27/2021

Total Time 600

Time Remaining 578

Add Record and Listen Time

Time Remaining refers to the amount of minutes available on this card for recording and playback. Each time you listen to a recording, or a Recorder creates a recording, the Time Remaining will reflect the number of minutes remaining. Usage is factored in 1 minute intervals; 15 seconds will roll up to the next minute. As a Listener, you can **Add Time** to a card.

- Example: If your friend purchases a card with 300 minutes, and creates a 9 minute, 15 second recording, there will be 290 minutes remaining for recording and listening (300 minutes – 10 minutes). After you listen to this recording online, the card will have 280 minutes remaining (290 minutes – 10 minutes). If you listen to this recording by phone, the duration of the call will be deducted from the available minutes.

Step 1: To add more record and listen time to a card, click **Add Time to Card**.

Card Recordings Information for User Name

[Purchase New Card](#) [Send a Card](#) [Add Time to Card](#) [Add Year to Card](#)

Card Recordings

#	Date	Length	Title	Listen	Last Reviewed
2	12/2/2010 2:40:38 PM	4 min.	Uploaded Recording		12/2/2010 2:59:31 PM
1	12/2/2010 12:08:21 PM	6 min.	First Recording		12/2/2010 1:37:38 PM

Page size: 10 2 items in 1 pages

Card Information

Name: RV Gift Card 300 minutes/5 years Expiration Date: 11/27/2021

Total Time: 600 Time Remaining: 584

Step 2: Complete the Billing Information. Click **Continue**.

Purchase Information

Billing Information

First Name * Required Country Select from dropdown

Last Name * Required Email * Required if Phone isn't provided

Street 1 * Required Phone * Required if Email isn't provided

Street 2 Optional

City * Required

State * Required

Postal Code * Required

[Continue](#) [Cancel](#)

Step 3: Enter your credit card information. Click **Proceed**. If rejected, correct as prompted. When the credit card is accepted, the Order Total will be applied to your card.

If the card is not accepted by the third attempt, the program will exit.

Process Payment

Bill To:
Name: John Doe
Street1: 123 Avenue
Street2:
City, State, Postal Code: City, State, Postal Code

Purchase Summary:

Product Description	Price	Quantity	Total
Remembered Voices Gift Card Upgrade 300 minutes/5 years	\$40.00	1	\$40.00 USD
Promo/Discount			\$0.00 USD
Order Total			\$40.00 USD

Payment Information:

Card holder name:

Card Type:

Card number:

Expiration date: /

CVV/CVV2: [What is CVV/CVV2?](#)



➤ For more information on the CVV/CVV2 code, see page 13.

Step 4: Click **Continue**.

Process Payment

✓ Thank you for upgrading your card. You will receive confirmation by email and/or letter with your complete account access information.
Don't forget to contact your family and friends with the Listener ID and Password for this card.
Consider the gift of a Remembered Voices card for birthdays, holidays, anniversaries, and other special occasions. Check our Special Offers when you want to give something that will be cherished for years to come.

The **Total Time**, **Expiration Date**, and **Time Remaining** will be updated.

Card Recordings Information for User Name

[Purchase New Card](#)[Send a Card](#)[Add Time to Card](#)[Add Year to Card](#)

Card Recordings

#	Date	Length	Title	Listen	Last Reviewed
2	12/2/2010 2:40:38 PM	4 min.	Uploaded Recording	 	12/2/2010 2:59:31 PM
1	12/2/2010 12:08:21 PM	6 min.	First Recording	 	12/2/2010 4:36:10 PM

  1  

Page size: 10

2 items in 1 pages

Card Information

NameRV Gift Card 300 minutes/5 years

Total Time900

Expiration Date11/26/2026

Time Remaining878

Extend Expiration Date

The **Expiration Date** refers to the length of time a card will be available through The Voice Library. You can access the recordings on a card at any time and frequency until the card expiration date.

Step 1: To extend the duration of archive time for a card, click **Add Years to Card**.

Card Recordings Information for User Name

[Purchase New Card](#) [Send a Card](#) [Add Time to Card](#) [Add Year to Card](#)

Card Recordings

#	Date	Length	Title	Listen	Last Reviewed
2	12/2/2010 2:40:38 PM	4 min.	Uploaded Recording		12/2/2010 2:59:31 PM
1	12/2/2010 12:08:21 PM	6 min.	First Recording		12/2/2010 4:36:10 PM

Page size: 10 2 items in 1 pages

Card Information

Name RV Gift Card 300 minutes/5 years Expiration Date 11/26/2026

Total Time 900 Time Remaining 878

Step 2: Select an option from the **Upgrade Description** dropdown. Click **Checkout**.

Add Card Year

Fields indicated with * are required...

Card Information

Name RV Gift Card 300 minutes/5 years Number 48846575536740

Total Time 300 min. Remaining Time 600 min.

Purchased Date 11/30/2010 Last Used Date 12/2/2010

Card Upgrade Information

Upgrade Description RV Gift Card 1 Year Upgrade

Total Price \$15.00

[Checkout](#) [Cancel](#)

Step 2: Complete the **Billing Information**. Click **Continue**.

Purchase Information

Billing Information

First Name * Required

Last Name * Required

Street 1 * Required

Street 2 Optional

City * Required

State * Required

Postal Code * Required

Country Select from dropdown

Email * Required if Phone isn't provided

Phone * Required if Email isn't provided

[Continue](#) [Cancel](#)

Step 4: Enter your credit card information. Click **Proceed**. If rejected, correct as prompted. When the credit card is accepted, the **Order Total** will be applied to your card.

➤ If the card is not accepted by the third attempt, the program will exit.

Process Payment

Bill To:
Name: John Doe
Street1: 123 Avenue
Street2:
City, State, Postal Code: City, State, Postal Code

Purchase Summary:

Product Description	Price	Quantity	Total
RV Gift Card 1 Year Upgrade	\$15.00	1	\$15.00 USD
Promo/Discount			\$0.00 USD
Order Total			\$15.00 USD

Payment Information:

Card holder name:

Card Type:

Card number:

Expiration date: /

CVV/CVV2: What is CVV/CVV2?

➤ For more information on the CVV/CVV2 code, see page 13.

Step 5: Click **Continue**.

Process Payment

✓ Thank you for upgrading your card. You will receive confirmation by email and/or letter with your complete account access information.

Don't forget to contact your family and friends with the Listener ID and Password for this card.

Consider the gift of a Remembered Voices card for birthdays, holidays, anniversaries, and other special occasions. Check our Special Offers when you want to give something that will be cherished for years to come.

The **Expiration Date** will be updated.

Card Recordings Information for User Name

[Purchase New Card](#) [Send a Card](#) [Add Time to Card](#) [Add Year to Card](#)

Card Recordings

#	Date	Length	Title	Listen	Last Reviewed
2	12/2/2010 2:40:38 PM	4 min.	Uploaded Recording		12/2/2010 2:59:31 PM
1	12/2/2010 12:08:21 PM	6 min.	First Recording		12/2/2010 4:36:10 PM

Page size: 10 2 items in 1 pages

Card Information

Name

Expiration Date

Total Time Time Remaining

Using Remembered Voices by Phone – Listener

You can purchase additional minutes, extend expiration date, and listen to the recordings on a Voice Library card by phone.

Each card has a unique **Listener ID** and **Password** that allows listening access online and by phone. These codes can be distributed by the card owner. If the card owner changes the Listener Password, you will no longer be able to access the recordings with the old Password.

- Do not re-distribute or share Listener IDs and Passwords without the permission and understanding of the card owner.

When you access a card by phone, the length of your call will be deducted from the available minutes on that card. As you become familiar with the phone menu, you can enter your number selections as soon as the voice prompt begins.

Listen to Recordings

Call **1-866-3-HEAR-ME** (1-866-343-2763) and enter your **Listener ID** and **Listener Password**. You will enter the listener menu.

To end your call at any time, hang up.

Listener Phone Menu

Enter recording number immediately, or **0** to hear all titles. Press **#** while title is playing to select

1 Listen to recording

2 Return to list of recordings

Listen to a Recording

Enter the number of the recording you want to listen to

- Press **1** to listen to this recording
- 2** to return to list of recordings

0 to hear all titles

- Press **#** to select a recording

- Press **1** to hear this recording
- 2** to return to list of recordings

When the recording has completed playback, you will be returned to the list of recordings.

Add Listen and Recording Time

If the card has less than 5 record/listen minutes remaining, you will automatically be directed to Customer Service. Both you (the Listener) and the Recorder can add time to a card.

Section 3: Troubleshooting

There are several simple fixes to correct most recording and playback problems. Review this list and make adjustments to your computer as necessary.

No sound

While recording: Always check that your microphone or headset is functioning before creating a recording. See Create a Recording, page 54.

- Is the device plugged in?
- Is it turned on?
- Is it switched to mute?
- Is the volume too low to be heard?

During playback: Always check that your headset, earphones, or speakers functioning before listening to a recording.

- Is the device plugged in?
- Is it turned on?
- Is it switched to mute?
- Is the volume too low to be heard?

Poor sound quality

You can learn more about how equipment affects recording quality by reading our white paper, available at www.RememberedVoices.com/equipment.htm.

- Online recording: did you test your microphone level before you recorded, and before you recorded your title?
- Was the recording created in a noisy environment?
- Was the microphone volume not adjusted to an optimum level?
- Were you too close to the microphone, or too far?
- Is the microphone or headset volume turned too high or too low?
- Is the microphone or headset not designed for high quality voice recording?
- Are the headset, earphones, or speakers damaged?
- Is there a damaged connection on the recording/playback equipment?

Record window does not track time

If the recording popup does not register a change in Recording Time when you are actively recording, verify that you have not clicked the Pause button.

Record window closes automatically

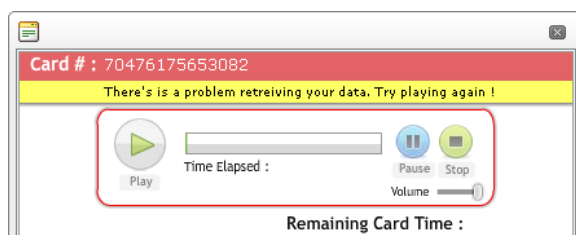
While recording: If the recorder window closes while you are recording, verify that your microphone is functioning properly. The recorder will automatically stop and close if it does not register any sound for 10 seconds.

Record action failed

If the Internet connection is disrupted during recording, the recording will be lost and time will not be deducted from the Time Remaining on your card.

Playback window closes automatically

During playback: If the playback window displays a yellow bar with the text "There's a problem retrieving your data. Try playing again!", close the popup window and try again. If you still can not play your recording, contact Remembered Voices at support@RememberedVoices.com or 1-603-583-4880.



Time remaining does not reset

The time remaining on a card is counted in minute intervals. If a recording and its title total 00:01:15, a total of 2 minutes (00:02:00) will be used on your card. If you play back 00:01:14 of a recording, a total of 1 minute (00:01:00) will be used on your card. If you notice that your Time Remaining does not reset, or the time calculation is incorrect, please contact Remembered Voices at 603-583-4880 or support@rememberedvoices.com.

Help

If your question is not answered within this manual or our FAQ page, click **Contact** on the Card Management console, Account Management page, or home page to send an email to info@rememberedvoices.com. We will respond as quickly as possible.

You can also contact Remembered Voices, LLC at 603-583-4880, 14 Front St., Exeter, NH 03833 USA, support@rememberedvoices.com.

Definitions

Access

The ability to record or listen to an audio file within a Voice Library card by telephone or online. Access can be simultaneous (more than one Listener at a time) and immediate (as soon as recording has been saved by The Voice Library server).

Account

Allows a Recorder (or Account Holder) to manage 1 or more cards, and send gift cards. Includes billing information. Accessed online with the Recorder's User Name and Password.

Beneficiary

Assigned to a card by the Recorder. Inherits all the controls and rights of a Recorder, if the Recorder does not respond to Remembered Voices' contact attempts when the purchased storage time ends. Otherwise, the Beneficiary only receives access to the card recordings if the Recorder gives them Recorder or Listener access codes.

Card (Access Card, Voice Library Card)

A folder within a Voice Library account that contains audio files. A card allows Recorder/Account Holder to manage recordings, uploads, time (minutes available for recording/listening), and expiration date. Accessed by Recorder online with User Name and Password, or by phone with Recorder ID/PIN. Accessed by Listener online with Listener ID/Password or by phone with Listener ID/Password.

Card Management Console

Overview screen for managing a single card. Displays recordings, time available and add time functions, Recorder ID and PIN, and Listener ID and Password.

CVV/CVV2 Code

Purchases made in The Voice Library require a CVV/CVV2 code for all credit card orders. Most cards have a 3-digit code printed on the back of the card, to the right of the card number. American Express cards have a 4-digit code printed on the front, to the right of the card number. If you are 100% certain that the card has no code on it, then the field can be left blank.

Delete a Recording

On the Card Management console is a list of Card Recordings. The Recorder can delete a recording from this list by clicking Delete, on the far right of the recording information line. The recording is then deleted from The Voice Library server and can not be recovered.

Expiration Date

The length of time that access to a card will be available as an archive through The Voice Library. Recorders and Listeners can access the recordings on a card at any time and frequency until the card expiration date, if there is time remaining on their card. Recorders and Listeners can Add Years to a card.

Listener

Any individual or group who has received permission (in the form of a card specific Listener ID and Password) to listen to the recordings on a particular Voice Library card. Listeners can not add or delete recordings, or request ID/Password from Remembered Voices. Listeners can add shared access time (record/listen time) and storage time to a card. A Listener shares a Listener ID and Password with other Listeners, and uses these codes to access recordings online and by phone.

MP3 (online only)

Audio file. Recorders can upload a sound file that has been converted to MP3 format with a bit rate of 128 kbps. Please refer to your recording or converting software for the correct quality settings. Recordings that are not the copyright of the Recorder are restricted.

Promo Code

A code created by Remembered Voices to offer a discount on the purchase of a new card. Promo codes can be used on purchases of cards for yourself, or on gift purchases.

Recorder

An account holder who uses card(s) to manage recordings and uploads accessible by Listener(s). Recorders can manage several cards through an account. The Recorder manages their account online with a User Name and Password that provides access to all cards within their account. The Recorder accesses a specific card by phone with a Recorder ID and PIN.

Time Remaining

Amount of minutes available on a card for recording and playback. Usage is factored in 1 minute intervals; 15 seconds will roll up to the next minute. Recorders and Listeners can Add Time to this card.

Online: each time a recording is created or played, the Time Remaining will reflect the number of minutes remaining.

By phone: each time a call accesses a card, the duration of the call is deducted from the minutes available.